User Manual

For

eHealth System

eHealth System project team
Version 1.9
July 2014

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Amendment History

Version No.	Date of Amendment	Prepared by	Description
1	Sep 2008	eHS Project Team	Initial Release
1.1	Dec 2008	eHS Project Team	Addition of functions related to voucher claim, temporary voucher recipient account maintenance and monthly statement.
1.2	Mar 2009	eHS Project Team	Addition of printing options
1.3	Aug 2009	eHS Project Team	Elimination of Voucher Account Creation Form
1.4	Oct 2010	eHS Project Team	1. Update on claiming transaction, Record Confirmation, Claim Transaction Management, eHealth Account Rectification and Monthly Statement to cope with different schemes. 2. Accepted six identity document types, they are: i. Hong Kong Birth Certificate (Established) ii. Hong Kong Re-entry Permit iii. Document of Identity iv. Permit to Remain in HKSAR (ID235B) v. Non-Hong Kong Travel Document vi. Certificate issued by the Births and Deaths Registry for adopted children 3. Addition of Smart IC
1.5	Nov 2010	eHS Project Team	Add vaccination record enquiry.
1.6	Jan 2012	eHS Project Team	Enhancement of functions upon extension of the Health Care Voucher Pilot Scheme
1.7	Sept 2012	Department of Health	Amendment on the layout of the monthly statement and the legend.
1.8	Mar 2013	Department of Health	Amendment on the layout of the monthly statement and the legend.
1.9	Jul 2014	Department of Health	Enhancement of functions upon changing face value of voucher from $50 to $1

1 Introduction

1.1 Purpose

This document is prepared for the Service Provider and the delegated Data Entry Account to use the online eHealth System. The instructions and procedure to access the functions provided by eHealth System for Service Providers are described here.

This document covered the functions related to claim transaction, eHealth account creation, reimbursement, login and logout, inbox, service provider profile management and data entry account management.

1.2 System Overview

eHealth System provides platform for the enrolled health care service providers to assist eligible persons to claim subsidy online. The System was first developed to support the Health Care Voucher Scheme (HCVS). Starting from 19 October 2009, three new schemes are introduced into eHealth System for claiming vaccination subsidies for eligible patients. The three new schemes are, Childhood Influenza Vaccination Subsidy Scheme (CIVSS), Elderly Vaccination Subsidy Scheme (EVSS) and Residential Care Home Vaccination Programme (RVP).

Besides Hong Kong Identity Card (HKIC) and Certificate of Exemption (EC), six identity document types are accepted for different schemes. They are, Hong Kong Birth Certificate (Established) (HKBC), Hong Kong Re-entry Permit (REPMT), Document of Identity (Doc/I), Permit to Remain in HKSAR (ID235B), Non-Hong Kong Travel Document (VISA) and Certificate issued by the Births and Deaths Registry for adopted children (ADOPC).

2 Definitions

Validated eHealth account	A registered and validated account in the eHealth System.
Temporary eHealth account	Account registered in eHealth System but has not been validated with Immigration Department.

3 Login

The system is available in Chinese and English version and some of the functions are available in text-only version. You can switch among the versions by pressing the "繁體", "English" and "Text only version" on the top right hand side.

Service Providers can login the system with their username, password and the token's passcode while the delegated data entry accounts can login the system with their username, password and the service provider ID or username.

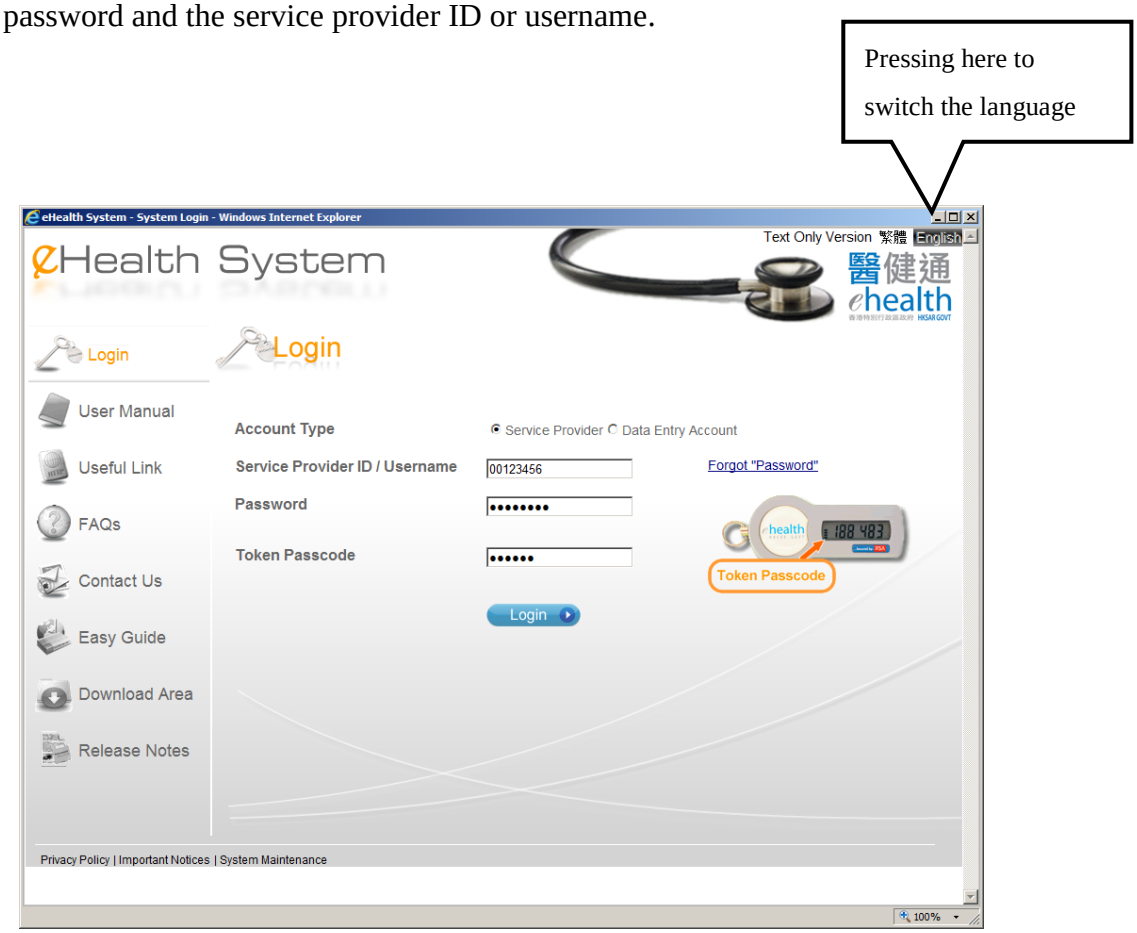


Fig. 3-1 Login Page

3.1 Service provider Login

Service Providers can access the System using the service provider ID or username created in the account activation process, own password and the passcode of the token.

a. In the login page, select 'Service Provider' from the Account Type. (Fig 3.1-1)
b. Input login ID, password and the token's passcode in the login screen.

c. Click "Login" button to login.

d. After login is successful, the home page is displayed. (Fig. 3.1-2)

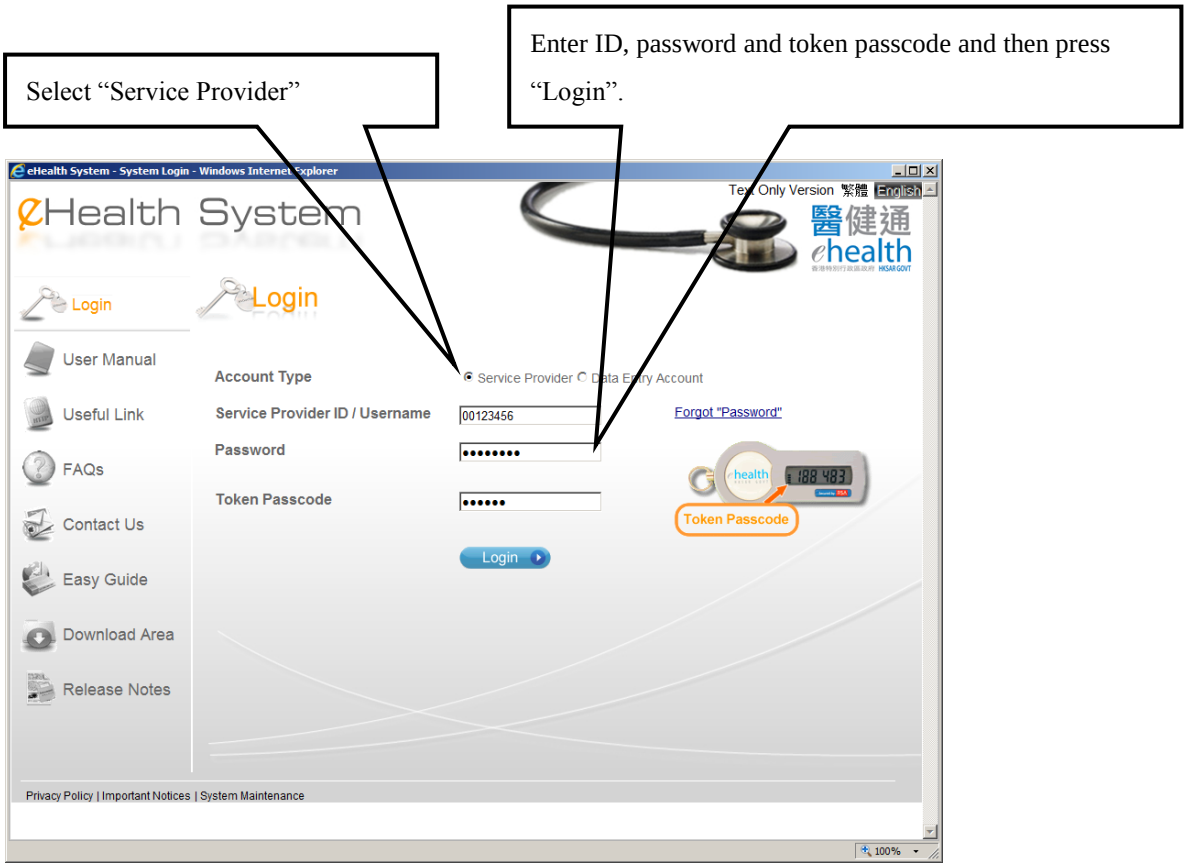


Fig. 3.1-1 Login Page

Fig 3.1-2 Home Page

Remarks:

i. You should input the login information carefully as the system will auto lock the user after 5 consecutive invalid attempts. To unlock your account, you should contact the back office staff of the respective scheme.

ii. A warning message will be displayed at your home page if you haven't changed your password for over 60 days.

iii. You will be logged out automatically after idling for 20 minutes.

3.2 Data Entry Account Login

Service Providers can create Data Entry account to assist them in the daily operation. The Data entry account can login the system using the username, password and the corresponding service provider ID or username.

a. In the login page, select 'Data Entry Account' from the Account Type. (Fig 3.2-1)
b. Input username, password and the service provider ID/username in the login screen.
c. Click "Login" button to login.
d. After login is successful, the home page is displayed. (Fig 3.2-2)

Fig 3.2-1 Login

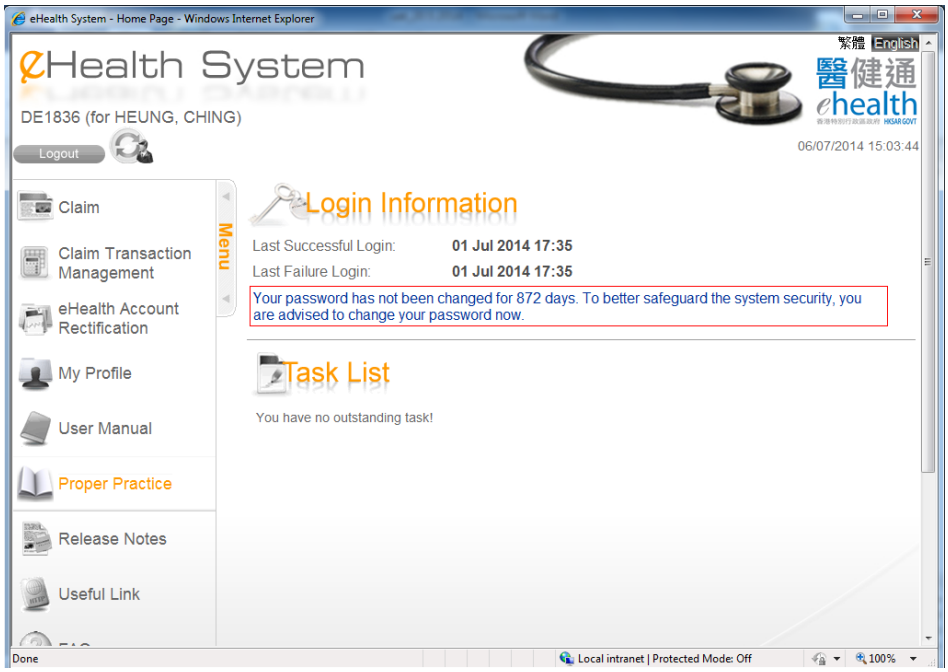


Fig 3.2-2 Home Page

In the first successful login, the data entry account will be asked to change the password before going to the home page (Fig. 3.2-3).

a. Enter the current password in the field 'Old Password'
b. Enter the new password for fields 'New password' and 'Confirm password'
c. Click the "Accept" and press the "Confirm" button to confirm.
d. The password will be changed and the Home page will be displayed afterwards.

In your 1st login, you have to change your password and accept the Agreement.
eHealth System
醫健通 ehealth
Change Password
This is your first time to login this system, you must change your password.
Username
NURSE_HO
Old Password
New Password
Confirm Password
Web password tips
1. Contains at least 3 of the following 4 character groups
- English uppercase characters (A through Z)
- English lower case characters (a through z)
- Numerals (0 through 9)
- Non-alphabetic characters (such as !, $, #, %)
2. Password length: 8 - 20 digits
3. Avoid using names, birthdays, phone numbers, ID numbers or words or numbers that are easily identified as password
Agreement
If you choose "Accept" and login this system, this means that you are agreed to keep your password secret. Remember, your password is equal to your digital signature, and the data in this system is confidential. You must be responsible for any non-authorized activities with your password, regardless whether you disclose your password accidently to other non-authorized person. If you know or suspect your password is known by any non-authorized person, you must inform system administrator and change your password immediately.
Accept
Confirm
Exit
Privacy Policy | Disclaimer | System Maintenance

Fig 3.2-3 Data entry account to change password for 1st login

Remarks:

i. You should input the login information carefully as the system will auto lock the user after 5 consecutive invalid attempts. To unlock your account, you should contact your Service Provider.
ii. A warning message will be displayed at your home page if you haven't changed your password for over 60 days.
iii. You will be logged out automatically after idling for 20 minutes.

4 Home Page

After successful login, the Home page will be displayed. The service provider Home page will have the Task List showing the outstanding tasks to be completed. (Fig. 4-1). What's new will be displayed if there is new information to be announced.

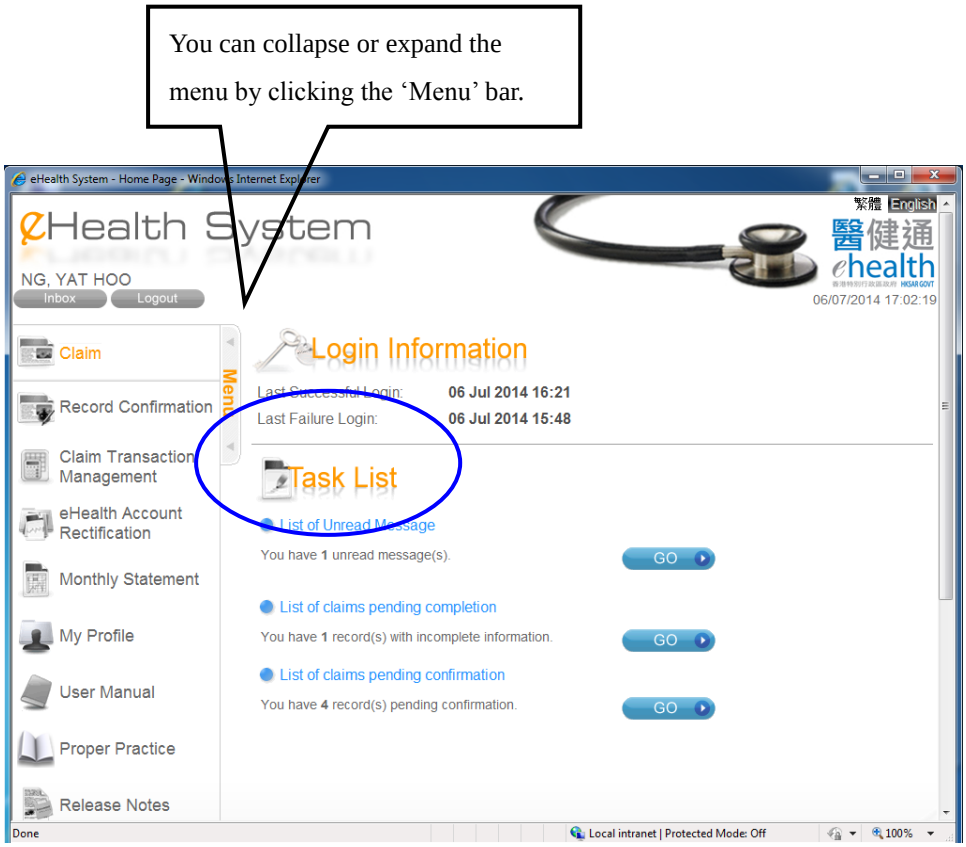


Fig. 4-1 Home page for Service Provider

Fig. 4-2 Home page with collapsed menu.

Inbox button

- Pressing this button will go to the Inbox function. "Inbox" is only available for service provider and not for data entry account.

Logout button

- Pressing this button will logout from the system.

Menu

- User can access function by pressing the menu item on the left hand side. You can also collapse or expand the menu by clicking the 'Menu'. (Fig. 4-2)

Login Information

- To show the last successful login and last failure login time for user reference.

What's New

- What's new will be displayed if there is new information to be announced to users.

5 My Profile

In the function of "My profile", the service provider can view of his own information, change the web username, web password, IVRS password, printing option, default web interface language and maintain the data entry account. While for data entry account, only change password and printing option are allowed in this function.

You can access the "My profile" from the menu on the left hand side.

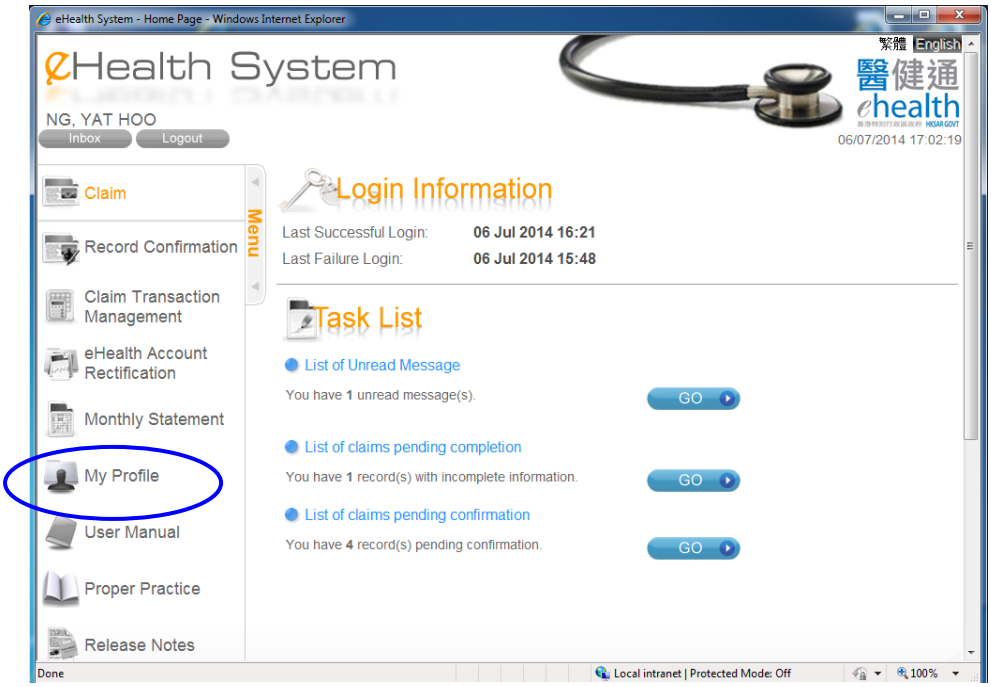


Fig. 5-1 The menu

5.1 Service Provider

5.1.1 View personal, medical organization, practice and bank information

Click the tab page of "Personal particulars", "Medical Organization Information", "Practice Information" and "Bank Information" to view own information (Fig 5.1.1-1 to 5.1.1-5). The "Show Active Record only" in tab page of "Medical Organization Information", "Practice Information" and "Bank Information" is defaulted to be clicked so that only those active medical organizations, practices and banks are shown. You can unclick it to view all records. Click the a popup window will show the legend of scheme in "Practice Information".

Fig. 5.1.1-1 Personal Particulars

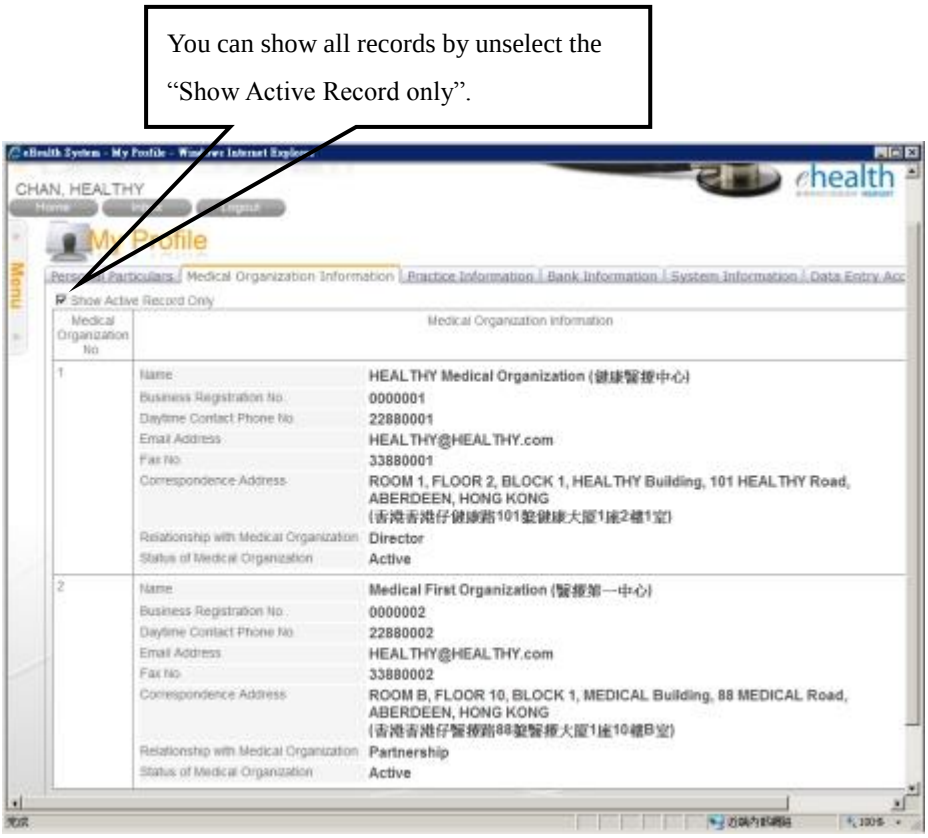


Fig. 5.1.1-2 Medical Organization

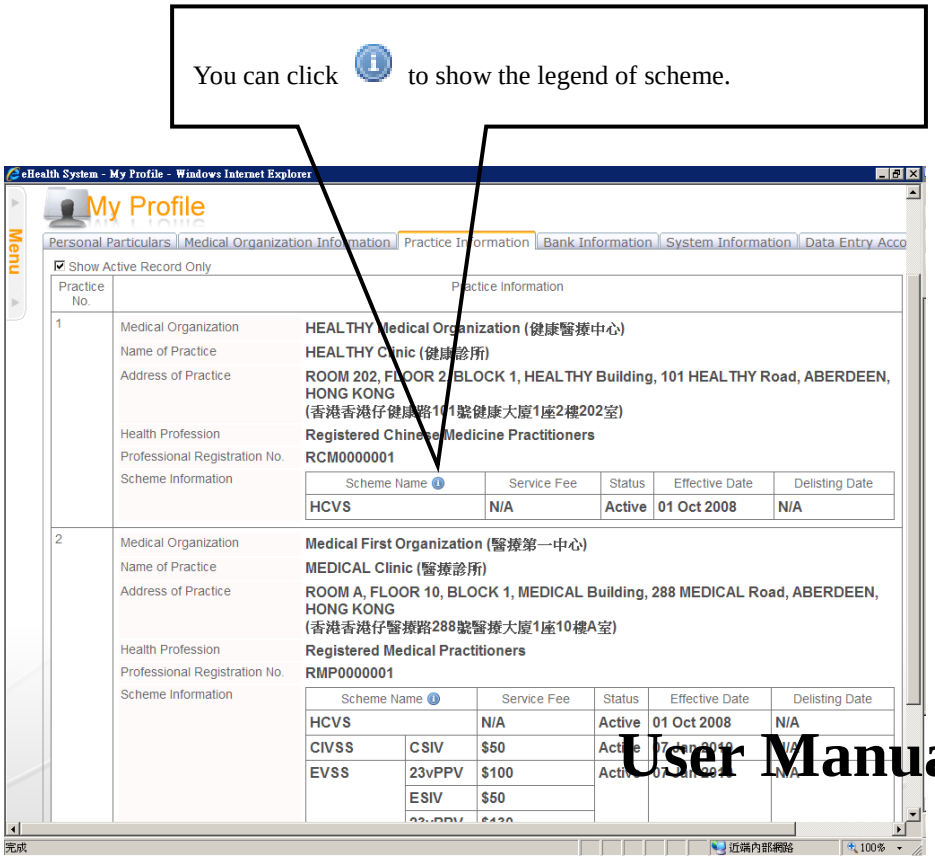


Fig 5.1.1-3 Practice Information

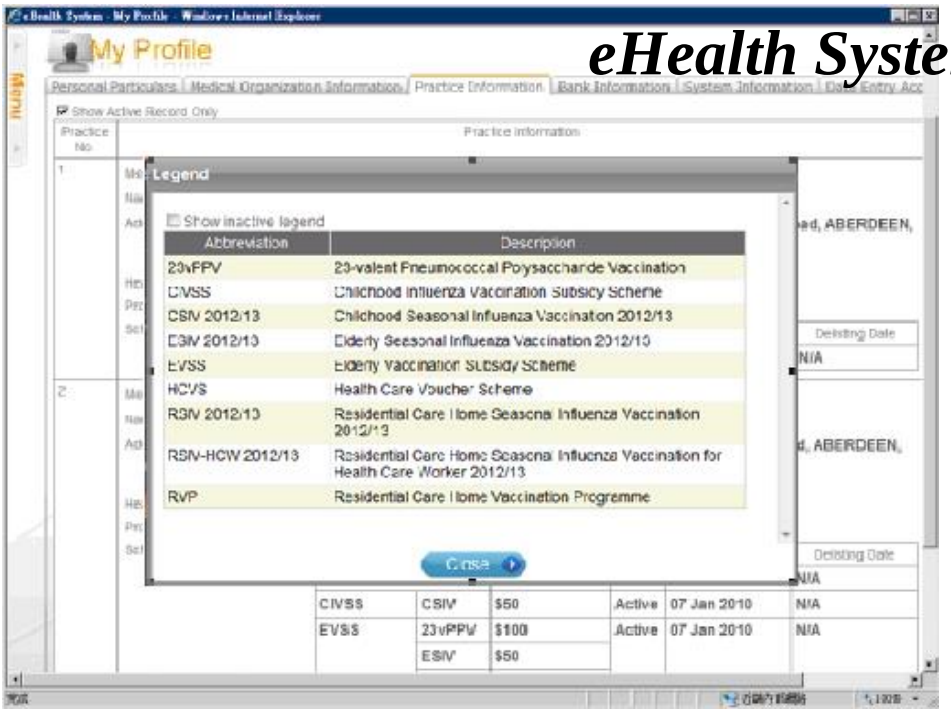


Fig. 5.1.1-4 Legend of the Scheme

User Manual For *eHealth System*

Fig 5.1.1-5 Bank Information

5.1.2 Change System information

Click the tab page of "System Information" under "My Profile" (Fig 5.1.2-1). Click "Edit" button and you can change system information.

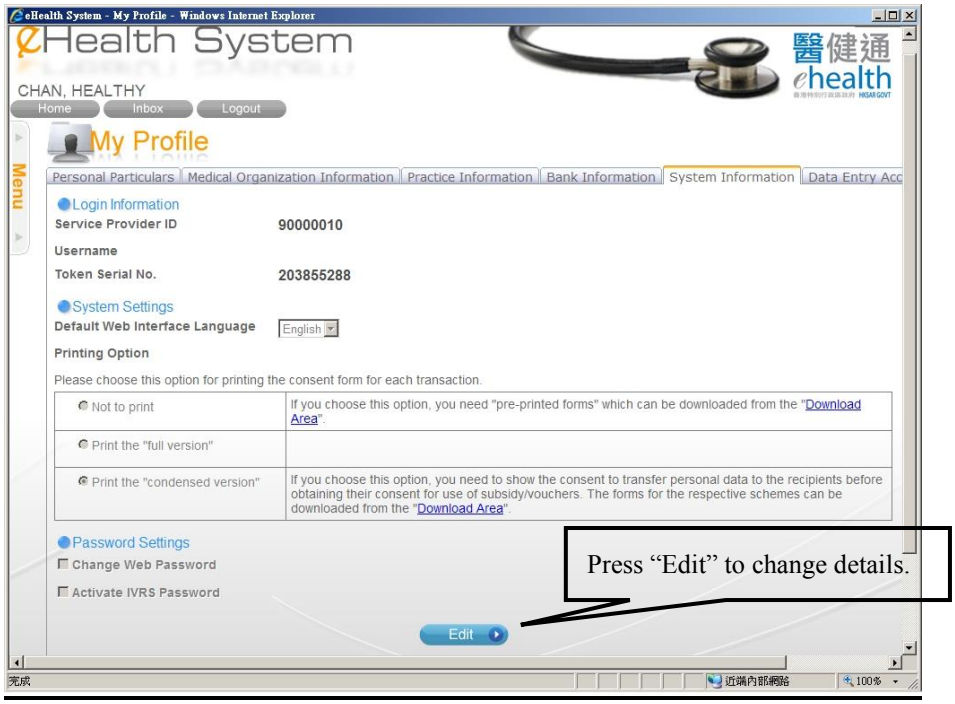


Fig 5.1.2-1 System Information

5.1.2.1 Change username

You can enter a new username and check whether the new username is free to use by pressing the ‘Check Availability” button. Please note that the username cannot be 8 numeric digits. You can press “Save” to save the change or “Cancel” to abort the change.

Check whether the user name is available for use.
eHealth System - My Profile - Windows Internet Explorer
CHAN, HEALTHY
Home
Inbox
Logout
My Profile
Menu
Personal Particulars
Medical Organization Information
Practice Information
Bank Information
System Information
Data Entry Acc
Login Information
Service Provider ID
90000010
Username
DOCTORCHAN
Check Availability
Username tips
1. Username length: 4 - 20 characters
Token Serial No.
203855288
System Settings
Default Web Interface Language
English
Printing Option
Please choose this option for printing the consent form for each transaction.
Not to print
If you choose this option, you need "pre-printed forms" which can be downloaded from the "Download Area".
Print the "full version"
Print the "condensed version"
If you choose this option, you need to show the consent to transfer personal data to the recipients before obtaining their consent for use of subsidy/vouchers. The forms for the respective schemes can be downloaded from the "Download Area".
Password Settings
Change Web Password
Activate IVRS Password
Save
Cancel
Privacy Policy | Disclaimer | System Maintenance
Press “Save” after change.

Fig 5.1.2.1-1 Change username

5.1.2.2 Change default language

You can select the default language to either Chinese or English. The selection will also be applied to the subject of the email to your email address or the message to your Inbox. You should press "Save" to save the change and the selection will be effective in your next login.

Fig. 5.1.2.2-1 Change default language

5.1.2.3 Change printing option

You can select personalized printing option for printing the consent form when claiming transaction. .

There are 3 options for you to select:

- Not to print
  If you choose this option, you select to use "pre-printed forms" instead of using system generated consent forms.

  The pre-printed forms can be downloaded from the "Download Area".

- Print the "full version":
  If you choose this option, you select to use system generated forms of full version of consent forms.

- Print the "condensed version"
  If you choose this option, you select to use system generated forms of condensed version of consent forms.

  You need to first print out the consent to transfer personal data form which you can download from the "Download Area". The consent forms for various schemes are different. This printed copy can be shown repeatedly to different subsidy recipients when requesting their consent.

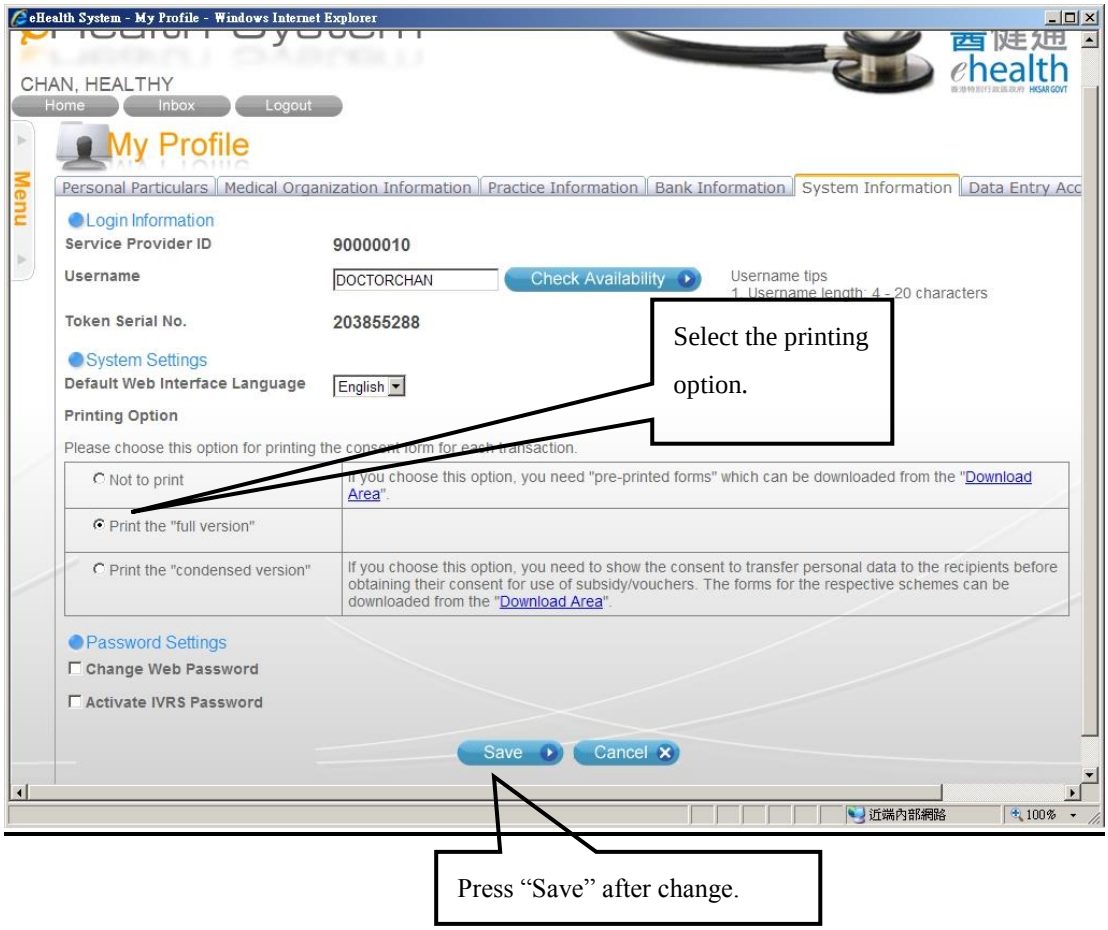

eHealth System - My Profile - Windows Internet Explorer
CHAN, HEALTHY
Home
Inbox
Logout
My Profile
Menu
Personal Particulars
Medical Organization Information
Practice Information
Bank Information
System Information
Data Entry Acc
Login Information
Service Provider ID
90000010
Username
DOCTORCHAN
Check Availability
Username tips
1. Username length: 4 - 20 characters
Token Serial No.
203855288
System Settings
Default Web Interface Language
English
Printing Option
Please choose this option for printing the consent form for each transaction.
Not to print
If you choose this option, you need "pre-printed forms" which can be downloaded from the "Download Area".
Print the "full version"
Print the "condensed version"
If you choose this option, you need to show the consent to transfer personal data to the recipients before obtaining their consent for use of subsidy/vouchers. The forms for the respective schemes can be downloaded from the "Download Area".
Password Settings
Change Web Password
Activate IVRS Password
Save
Cancel
Select the printing option.
Press "Save" after change.

Fig. 5.1.2.3-1 Change print option

5.1.2.4 Change web password

To change your web password, you should click the checkbox of “Change web password”. The old, new and confirm password will be displayed for input. You can enter the current password to the ‘Old password’ and enter new password to the “New Password” and “Confirm Password”. You should press “Save” to save the change.

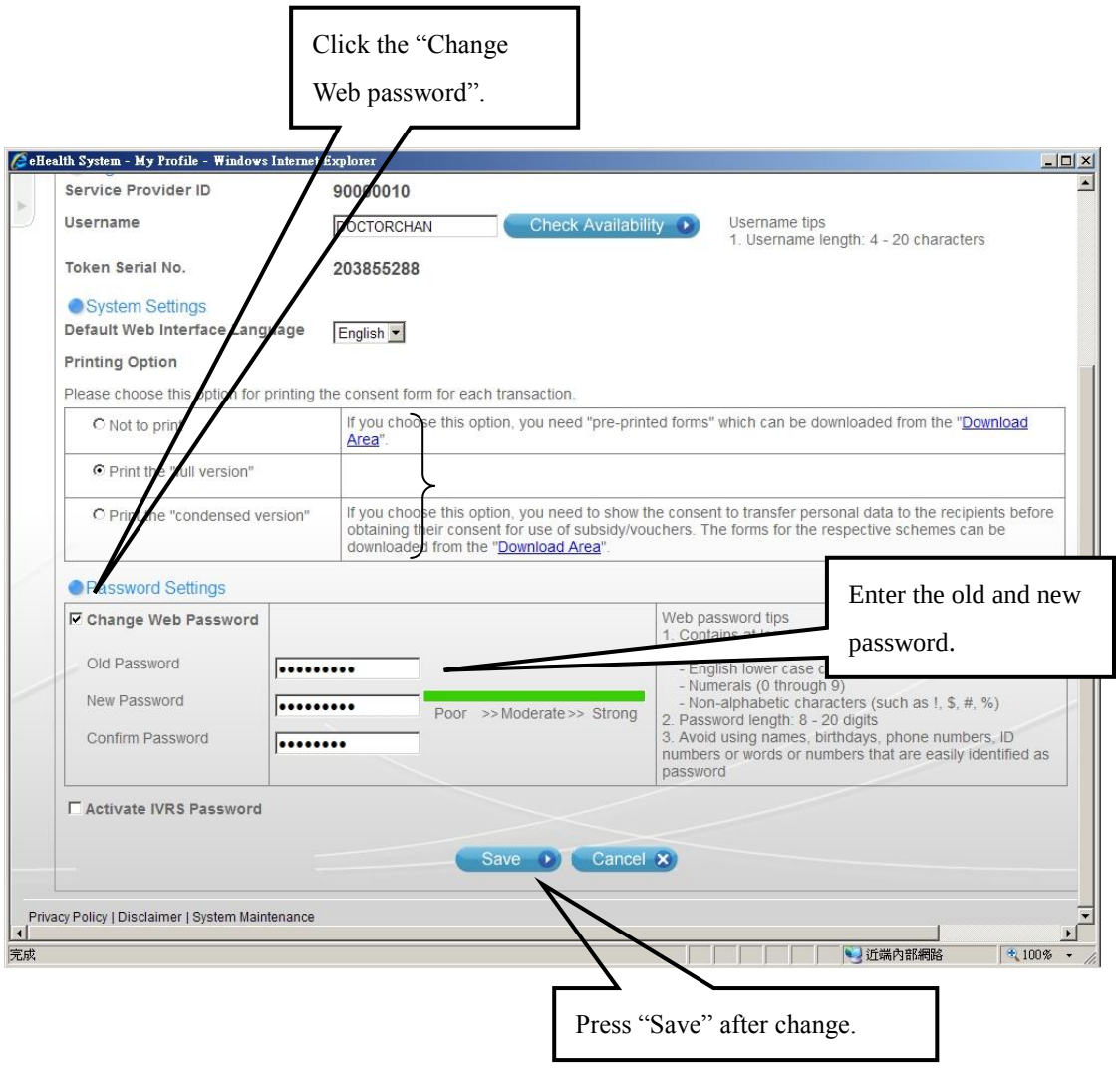

Click the “Change Web password”.
eHealth System - My Profile - Windows Internet Explorer
Service Provider ID
90000010
Username
DOCTORCHAN
Check Availability
Username tips
1. Username length: 4 - 20 characters
Token Serial No.
203855288
System Settings
Default Web Interface Language
English
Printing Option
Please choose this option for printing the consent form for each transaction.
Not to print
If you choose this option, you need "pre-printed forms" which can be downloaded from the "Download Area".
Print the "full version"
Print the "condensed version"
If you choose this option, you need to show the consent to transfer personal data to the recipients before obtaining their consent for use of subsidy/vouchers. The forms for the respective schemes can be downloaded from the "Download Area".
Password Settings
Change Web Password
Old Password
New Password
Confirm Password
Poor >>Moderate>> Strong
Web password tips
- Numerals (0 through 9)
- Non-alphabetic characters (such as !, $, #, %)
2. Password length: 8 - 20 digits
3. Avoid using names, birthdays, phone numbers, ID numbers or words or numbers that are easily identified as password
Activate IVRS Password
Save
Cancel
Privacy Policy | Disclaimer | System Maintenance
Enter the old and new password.
Press “Save” after change.

Fig. 5.1.2.4-1 Change web password

5.1.2.5 Activate IVRS account / change IVRS password

Activate IVRS account

IVRS account is available for HCVS. If you haven't activated your IVRS account, the "Activate IVRS password" checkbox will be shown. Click the checkbox and the new and confirm password will be displayed for input. You can enter the password in the 'New Password" and "Confirm password" and press "Save" button to save the change; then your IVRS account will be activated. After pressing "Save" button, the "Activate IVRS password" checkbox will be changed to "Change IVRS password".

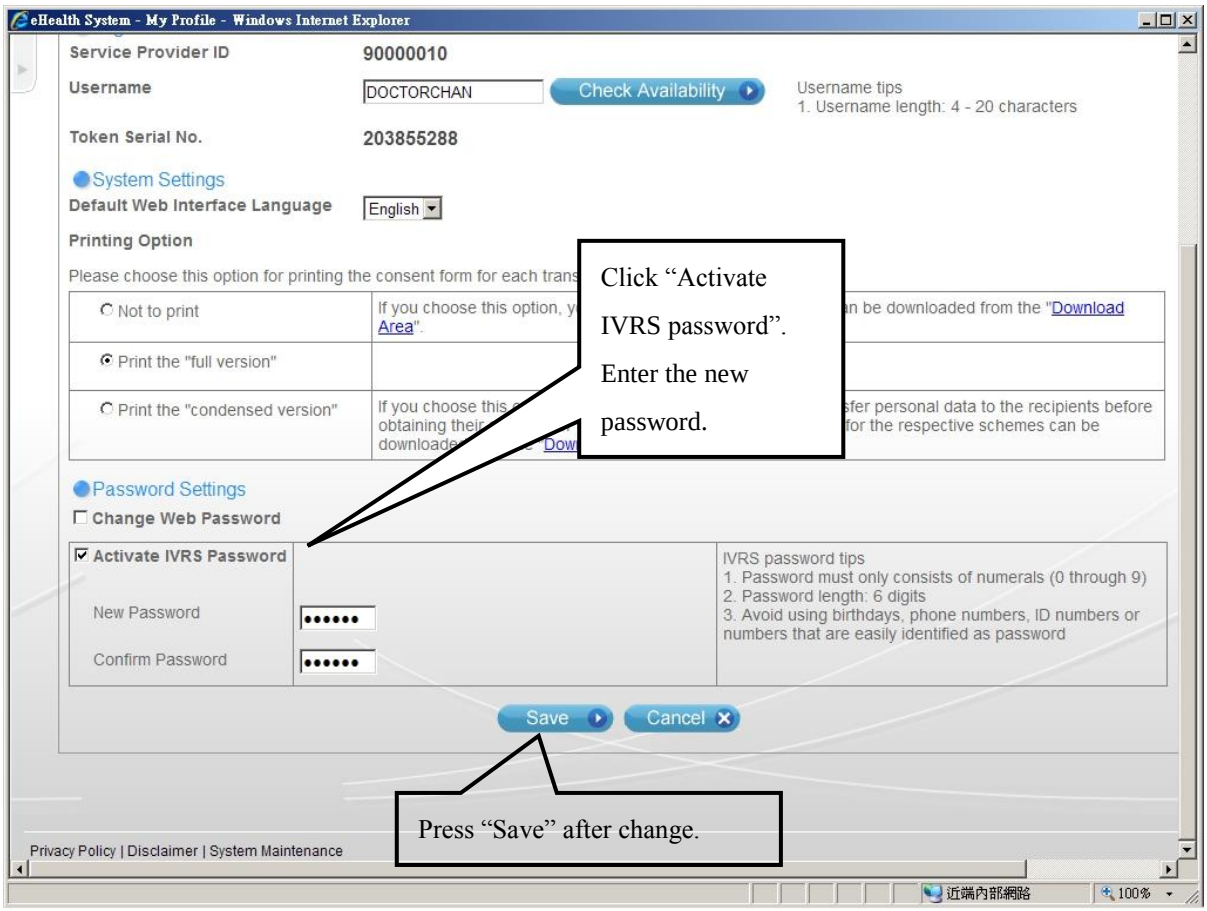

eHealth System - My Profile - Windows Internet Explorer
Service Provider ID
90000010
Username
DOCTORCHAN
Check Availability
Username tips
1. Username length: 4 - 20 characters
Token Serial No.
203855288
System Settings
Default Web Interface Language
English
Printing Option
Please choose this option for printing the consent form for each trans
Not to print
Print the "full version"
Print the "condensed version"
Download Area
Password Settings
Change Web Password
Activate IVRS Password
New Password
Confirm Password
IVRS password tips
1. Password must only consists of numerals (0 through 9)
2. Password length: 6 digits
3. Avoid using birthdays, phone numbers, ID numbers or numbers that are easily identified as password
Save
Cancel
Click "Activate IVRS password". Enter the new password.
Press "Save" after change.
Privacy Policy | Disclaimer | System Maintenance

Fig. 5.1.2.5-1 Activate IVRS account

Change IVRS password

If you have activated your IVRS account, you can click the “Change IVRS password” checkbox to change your IVRS password. After clicking the “Change IVRS password” checkbox, the old, new and confirm password are displayed for input. You can enter the current password to the ‘Old password’ and enter new password to the “New Password” and “Confirm Password”. Then you can press “Save” to save the change.

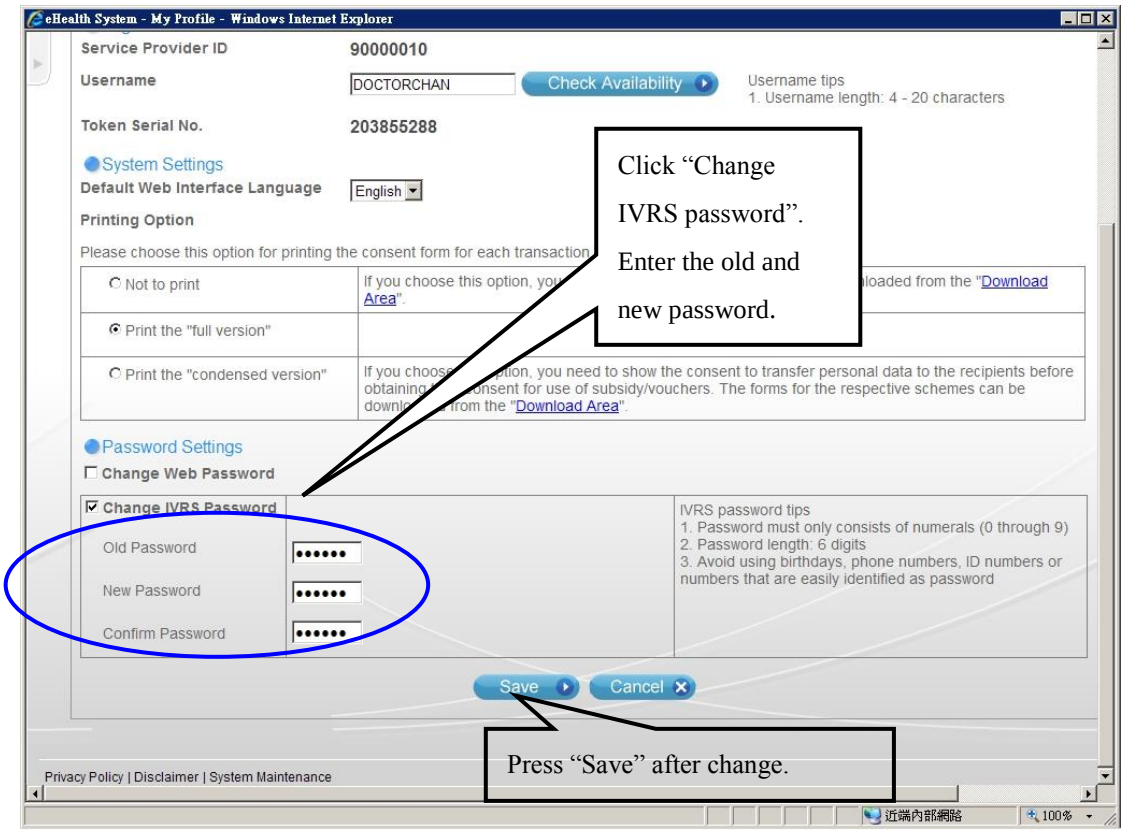

eHealth System - My Profile - Windows Internet Explorer
Service Provider ID
90000010
Username
DOCTORCHAN
Check Availability
Username tips
1. Username length: 4 - 20 characters
Token Serial No.
203855288
System Settings
Default Web Interface Language
English
Printing Option
Please choose this option for printing the consent form for each transaction
Not to print
Print the "full version"
Print the "condensed version"
Password Settings
Change Web Password
Change IVRS Password
Old Password
New Password
Confirm Password
IVRS password tips
1. Password must only consists of numerals (0 through 9)
2. Password length: 6 digits
3. Avoid using birthdays, phone numbers, ID numbers or numbers that are easily identified as password
Save
Cancel
Privacy Policy | Disclaimer | System Maintenance
Click “Change IVRS password”. Enter the old and new password.
Press “Save” after change.

Fig. 5.1.2.5-2 Change IVRS password

5.1.3 Maintain Data Entry Account

Service Providers can delegate data entry accounts to assist them in daily operation. To maintain the data entry account, Service Provider should click the tab page of "Data Entry Account Maintenance" under "My profile".

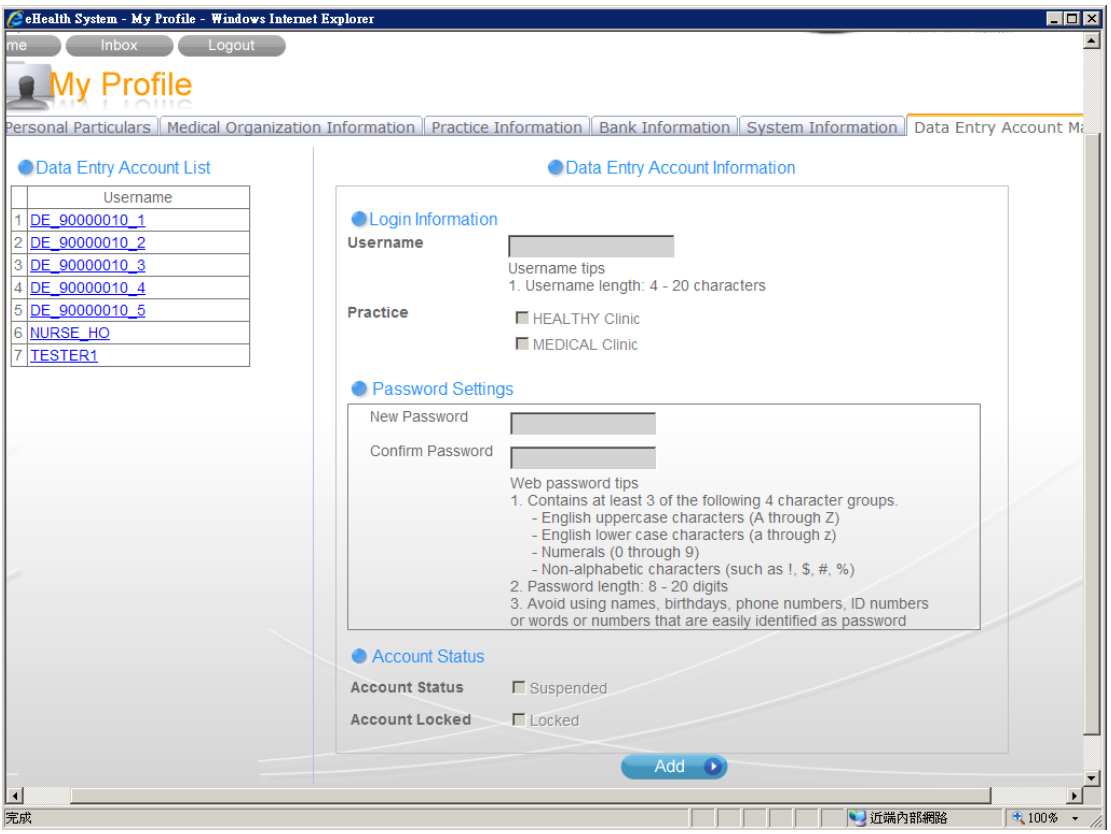


Fig. 5.1.3-1 Data Entry Account Maintenance

5.1.3.1 Create Data Entry Account

a. Press “Add” button in tab page “Data Entry Account Maintenance” under “My Profile”.

b. Enter the data entry account username, select the available practices and enter the initial password. The username should be unique under the Service Provider. You should follow the password tips to input the password.

c. Press “Save” to create the data entry account. Then the username of the new data entry account will be shown in the “Data Entry Account List” on the left hand side.

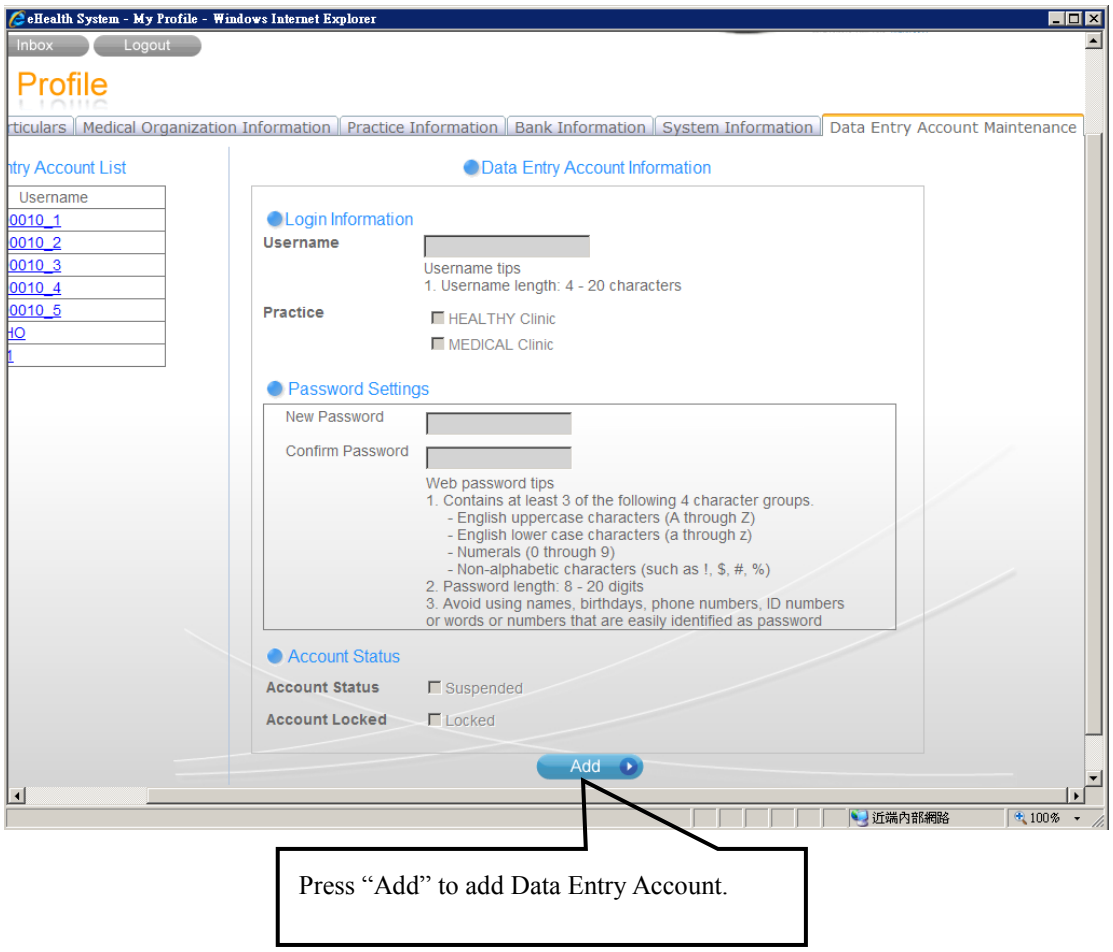


Fig 5.1.3.1-1 Create Data Entry Account

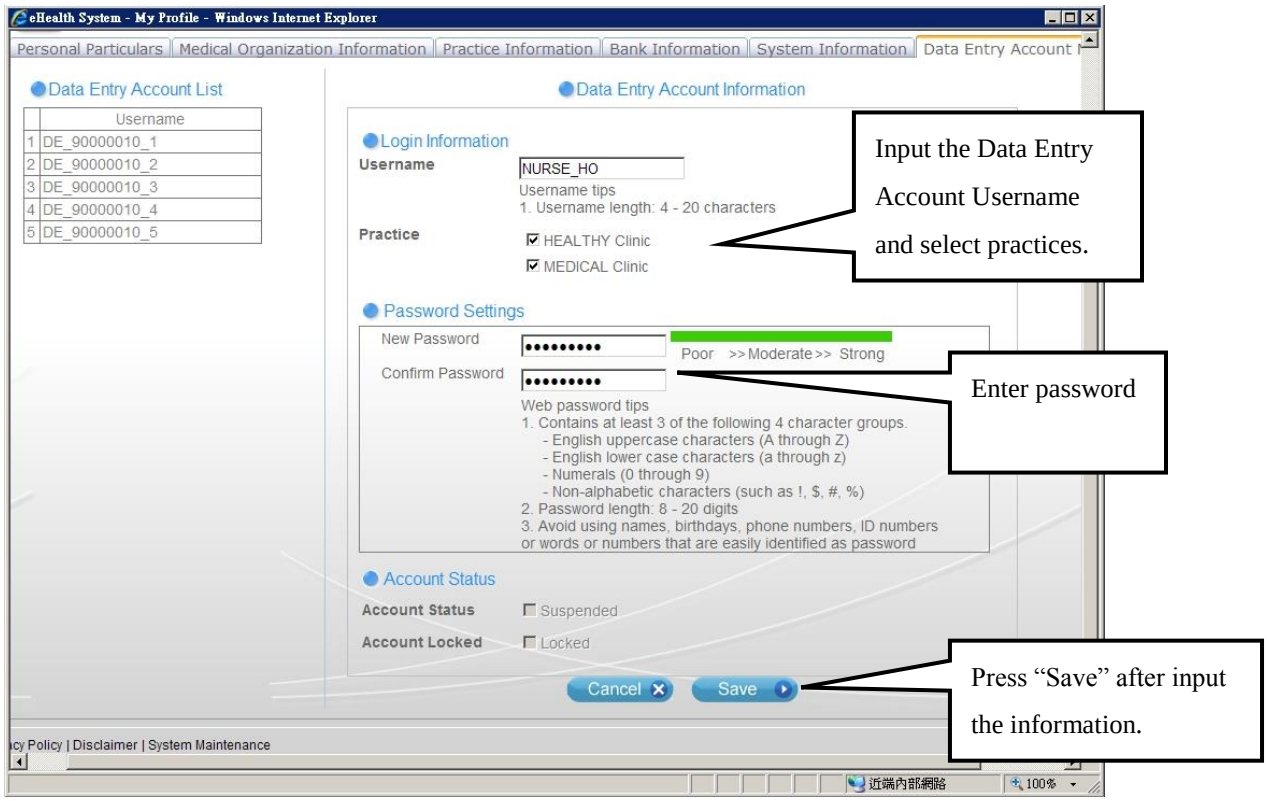


Fig. 5.1.3.1-2 Input and Save Data Entry Account

5.1.3.2 Edit Data Entry Account

You should first select a data entry account to edit.

a. Click the tab page "Data Entry Account Maintenance" under "My Profile".

b. Select the data entry account from the "Data Entry Account List" on the left hand side. The corresponding data entry account details will be shown under the "Data Entry Account Information".

c. Press "Edit" button. You can then change practice, reset password, suspend and reactive a data entry account. After all changes are done, press "Save" button to make the change effective.

Fig. 5.1.3.2-1 Edit Data Entry Account

5.1.3.2.1 Change practice for data entry account

You can change the practice for the data entry account by clicking the corresponding checkbox of the practice. Then press "Save" button to make effective the change.

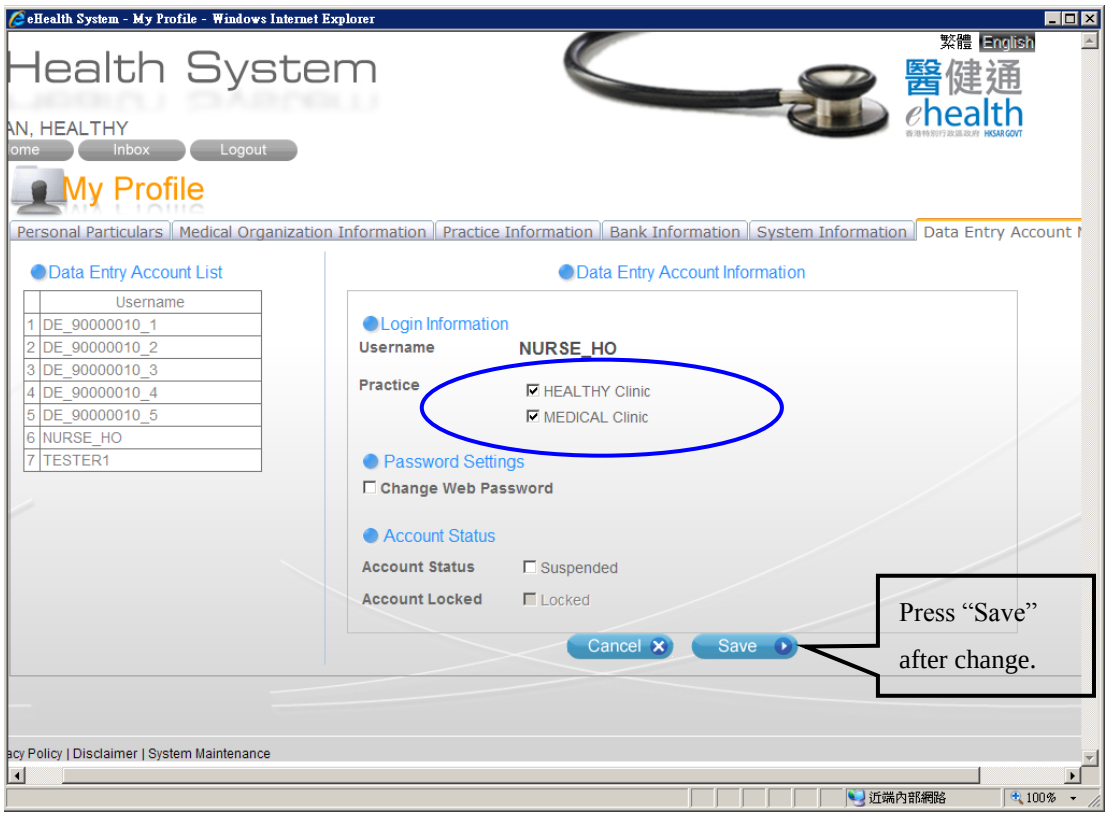


Fig. 5.1.3.2.1-1 Change practice for data entry account

5.1.3.2.2 Change/Reset password for data entry account

To change the password, you should click the "Change web password" checkbox. The new and confirm password will be displayed for input.

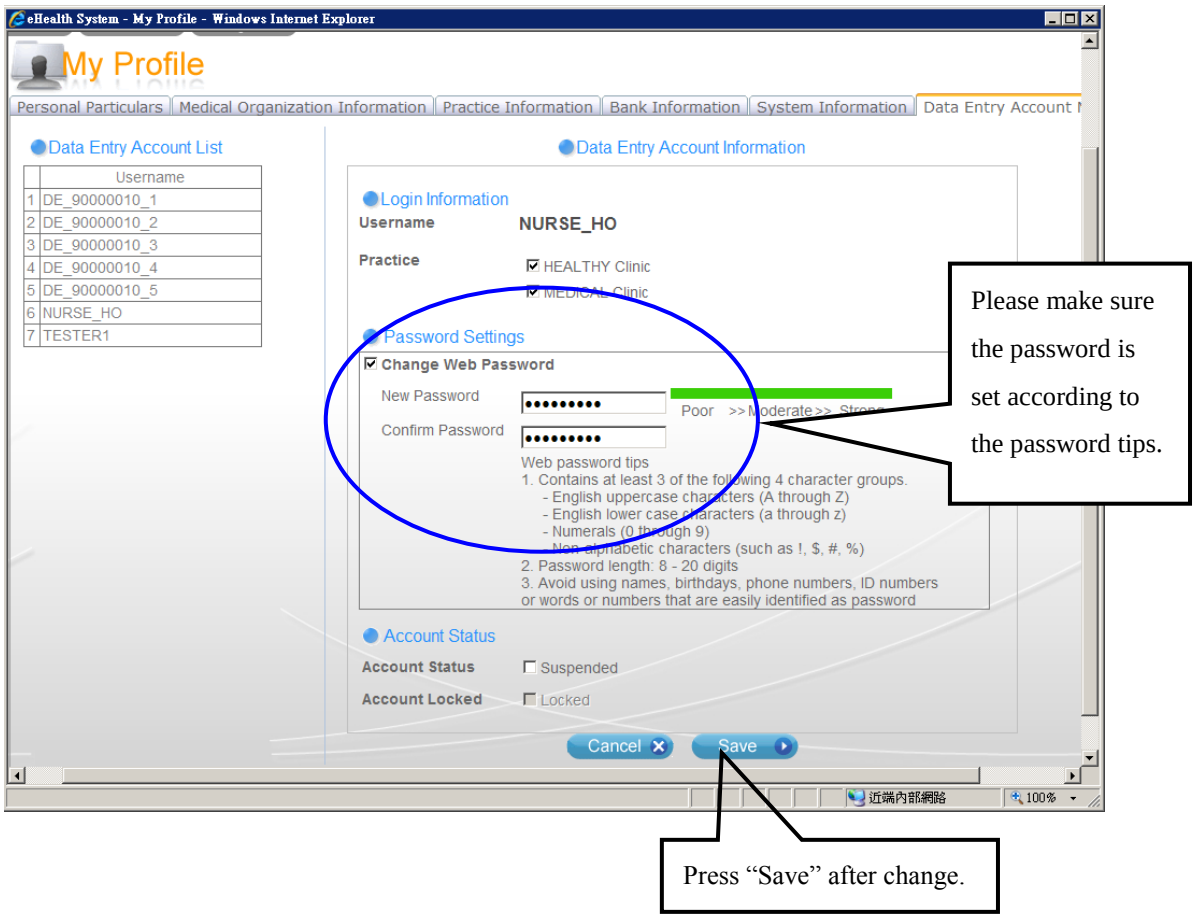


Fig. 5.1.3.2.2-1 Reset password for data entry account

5.1.3.2.3 Suspend and reactive data entry account

Click “Suspended” for the Account Status will suspend the data entry account. Unclick “Suspended” will reactive the account.

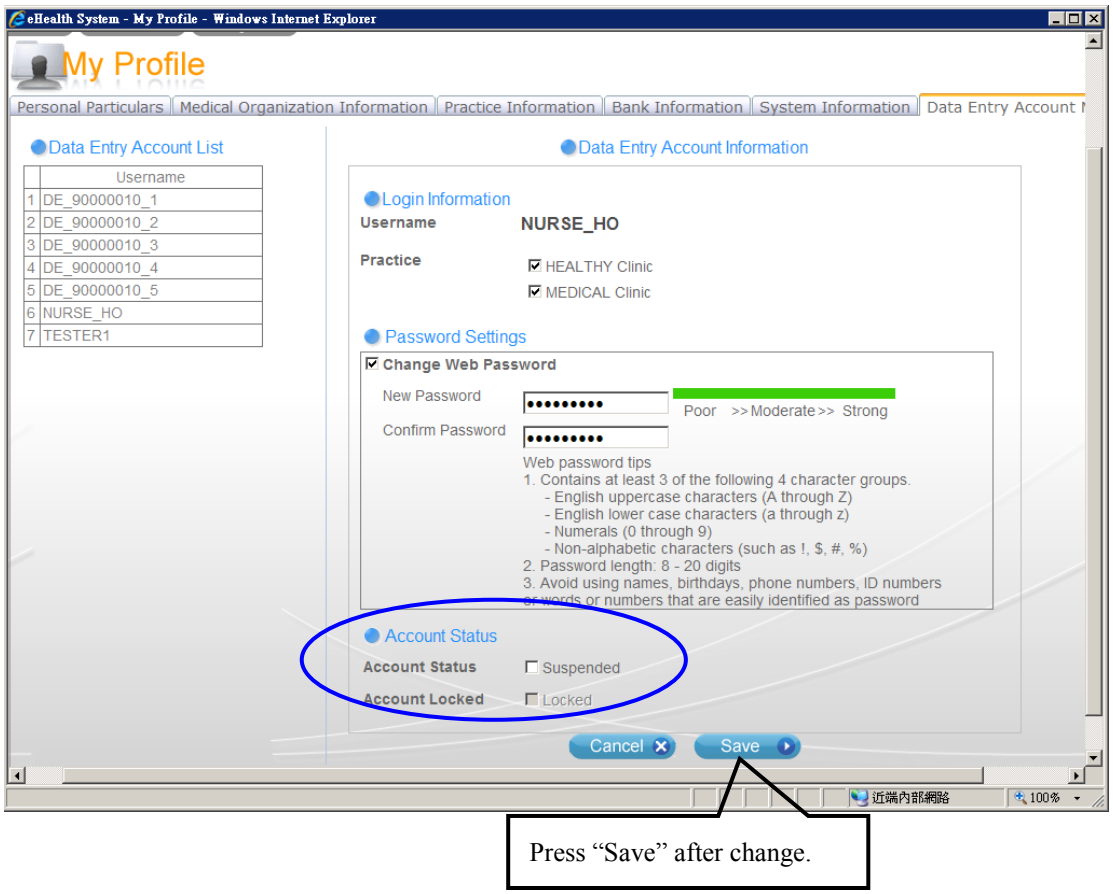


Fig. 5.1.3.2.3-1 Suspend and reactive data entry account

5.1.3.2.4 Unlock data entry account

If the data entry account has attempted 5 consecutive invalid login, the account is locked and cannot login again. Service provider can unlock the account by un-clicking the "Locked" from the Account Locked field.

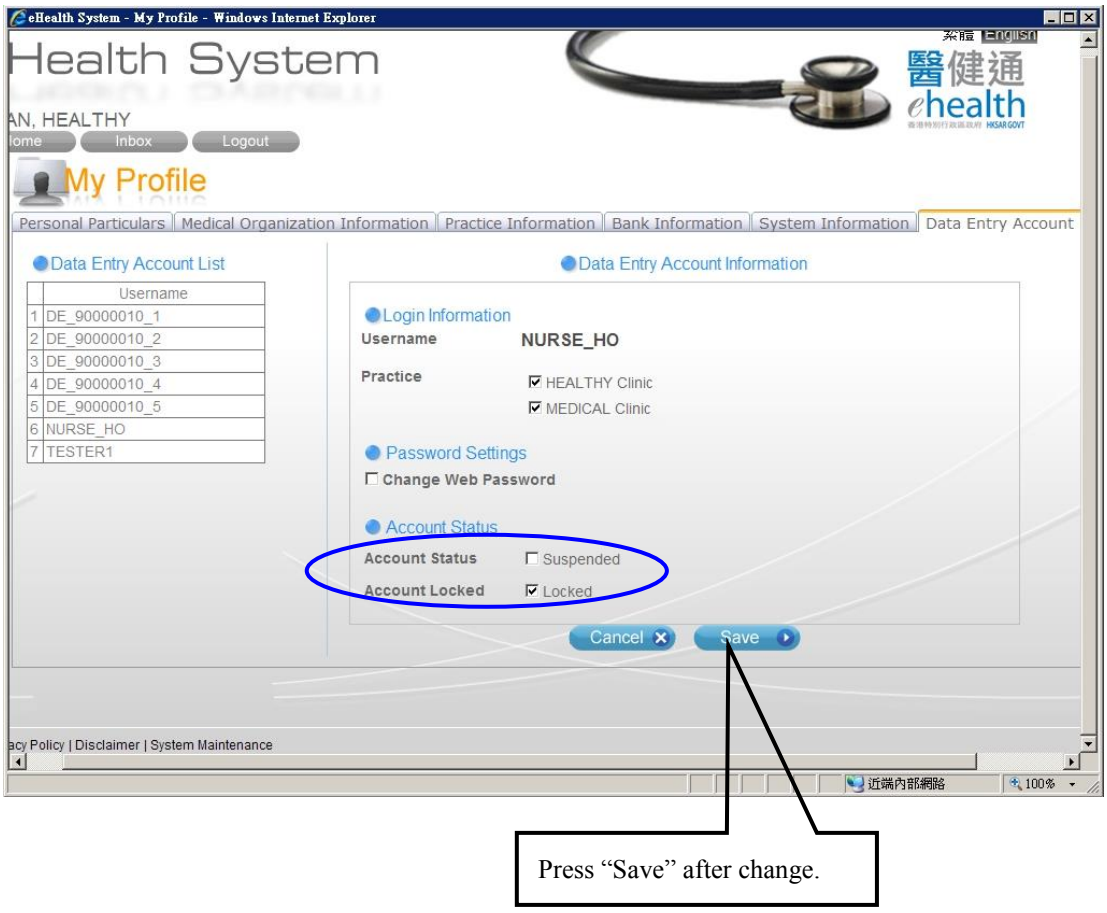


Fig. 5.1.3.2.4-1 Unlock Data Entry Account

5.2 Data Entry Account

Data entry account can change printing option and change password under “My profile”.

eHealth System - My Profile - Windows Internet Explorer
eHealth System
繁體 English
醫健通 ehealth
NURSE_HO (for CHAN, HEALTHY)
Home
Logout
My Profile
Menu
Login Information
Username
NURSE_HO
System Settings
Printing Option
Please choose this option for printing the consent form for each transaction.
Not to print
If you choose this option, you need "pre-printed forms" which can be downloaded from the "Download Area".
Print the "full version"
Print the "condensed version"
If you choose this option, you need to show the consent to transfer personal data to the recipients before obtaining their consent for use of subsidy/vouchers. The forms for the respective schemes can be downloaded from the "Download Area".
Password Settings
Change Web Password
Edit
Press ‘Edit’ to start edit.

Fig. 5.2-1 My profile

5.2.1 Change printing option

Press ‘Edit’ button to start changing. You can select option for printing the consent form. Then press ‘Save’ button to save the change. Please refer to the previous section of ‘Change printing option’ under Service provider (Section 5.1.2.3) for details.

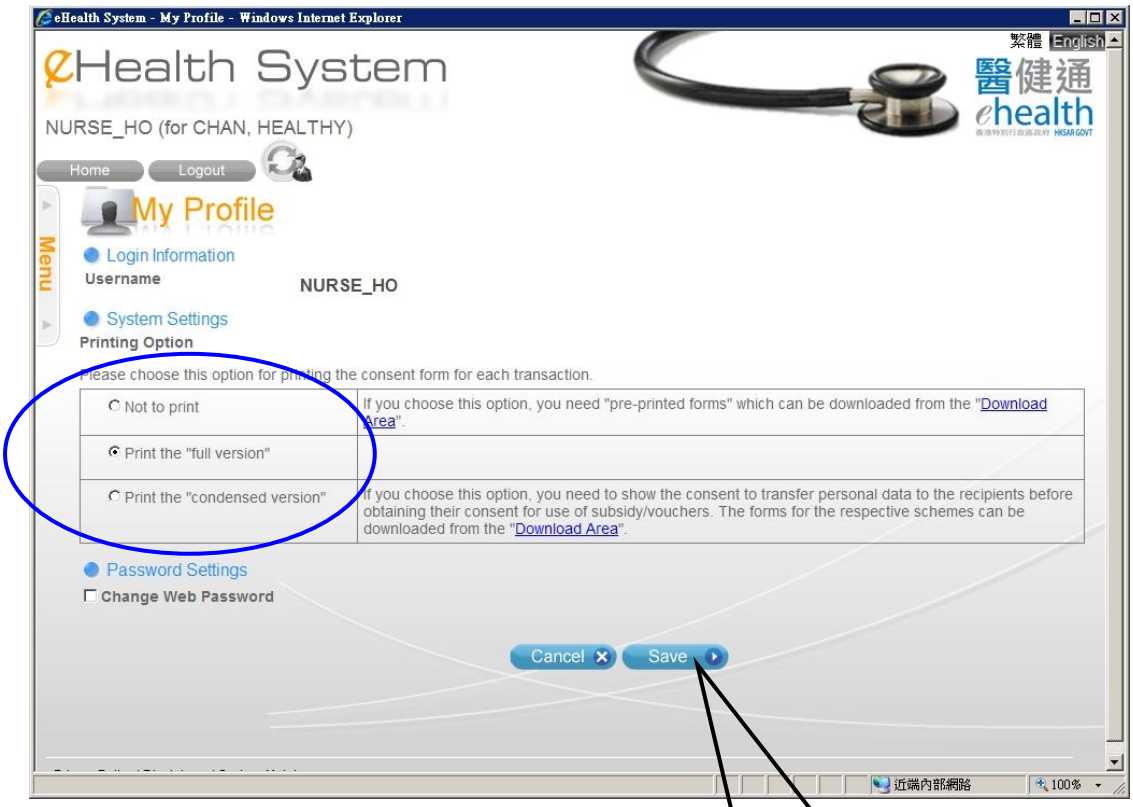

eHealth System - My Profile - Windows Internet Explorer
eHealth System
繁體 English
醫健通 ehealth
NURSE_HO (for CHAN, HEALTHY)
Home
Logout
My Profile
Menu
Login Information
Username
NURSE_HO
System Settings
Printing Option
Please choose this option for printing the consent form for each transaction.
Not to print
If you choose this option, you need "pre-printed forms" which can be downloaded from the "Download Area".
Print the "full version"
Print the "condensed version"
If you choose this option, you need to show the consent to transfer personal data to the recipients before obtaining their consent for use of subsidy/vouchers. The forms for the respective schemes can be downloaded from the "Download Area".
Password Settings
Change Web Password
Cancel
Save
近端內部網路
100%

Fig. 5.2.1-1 Change printing option

Press ‘Save’ button to confirm.

5.2.2 Change Password

Click the “Edit” button. Then click the checkbox of “Change Web Password”. The old password, new password and confirm password fields are shown. Input the current password to the ‘Old password’ and enter the new password to the “New Password” and “Confirm Password”. Please make sure the new password follow the rules in web password tips. Press “Save” button to confirm the change. You can use the new password in next login.

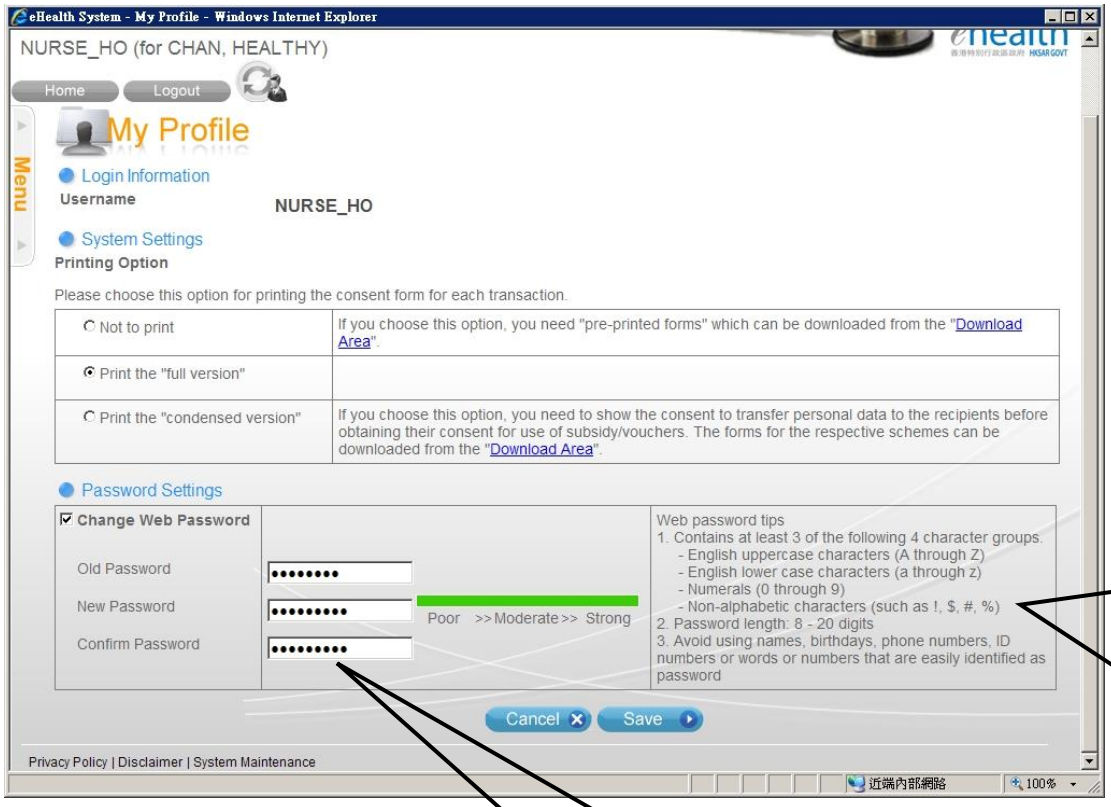

eHealth System - My Profile - Windows Internet Explorer
NURSE_HO (for CHAN, HEALTHY)
Home
Logout
My Profile
Menu
Login Information
Username
NURSE_HO
System Settings
Printing Option
Please choose this option for printing the consent form for each transaction.
Not to print
If you choose this option, you need "pre-printed forms" which can be downloaded from the "Download Area".
Print the "full version"
Print the "condensed version"
If you choose this option, you need to show the consent to transfer personal data to the recipients before obtaining their consent for use of subsidy/vouchers. The forms for the respective schemes can be downloaded from the "Download Area".
Password Settings
Change Web Password
Old Password
New Password
Confirm Password
Poor >> Moderate >> Strong
Web password tips
1. Contains at least 3 of the following 4 character groups:
- English uppercase characters (A through Z)
- English lower case characters (a through z)
- Numerals (0 through 9)
- Non-alphabetic characters (such as !, $, #, %)
2. Password length: 8 - 20 digits
3. Avoid using names, birthdays, phone numbers, ID numbers or words or numbers that are easily identified as password
Cancel
Save
Privacy Policy | Disclaimer | System Maintenance
Please make sure the password is set according to the password tips.
Enter the old and new password and press “Save”.

Fig. 5.2.2-1 Change password

6 Forgot Password

6.1 Service Provider – Forgot Password

If Service Provider has forgotten the web or IVRS password, the password can be reset by "Forgot Password" function.

a. In the login page, select "Service Provider" from Account Type. (Fig. 6.1-1)
b. Press the "Forgot Password" link. The "Forgot Password" page is displayed. (Fig 6.1-2)
c. Enter the Service Provider ID, registered email address and the token passcode. Then press "Confirm".
d. The system will check whether your information is correct. If so, a Forgot password email with a reset password link will be sent to your registered email address.
e. In the Forgot password email, click the link to open the Forgot Password page to reset password. (Fig. 6.1-3)
f. Enter the service provider ID and token passcode. Then press "Next".
g. Enter your new web account password or/and IVRS account password. IVRS account is available for HCVS. You may leave the password field blank to keep it unchanged (Fig 6.1-4). If you have not activated your IVRS password, the IVRS password fields are disabled. Then press "Next".
h. The new password is effective. (Fig 6.1-5). You can now login the system with the changed password.

Fig. 6.1-1 Login Page

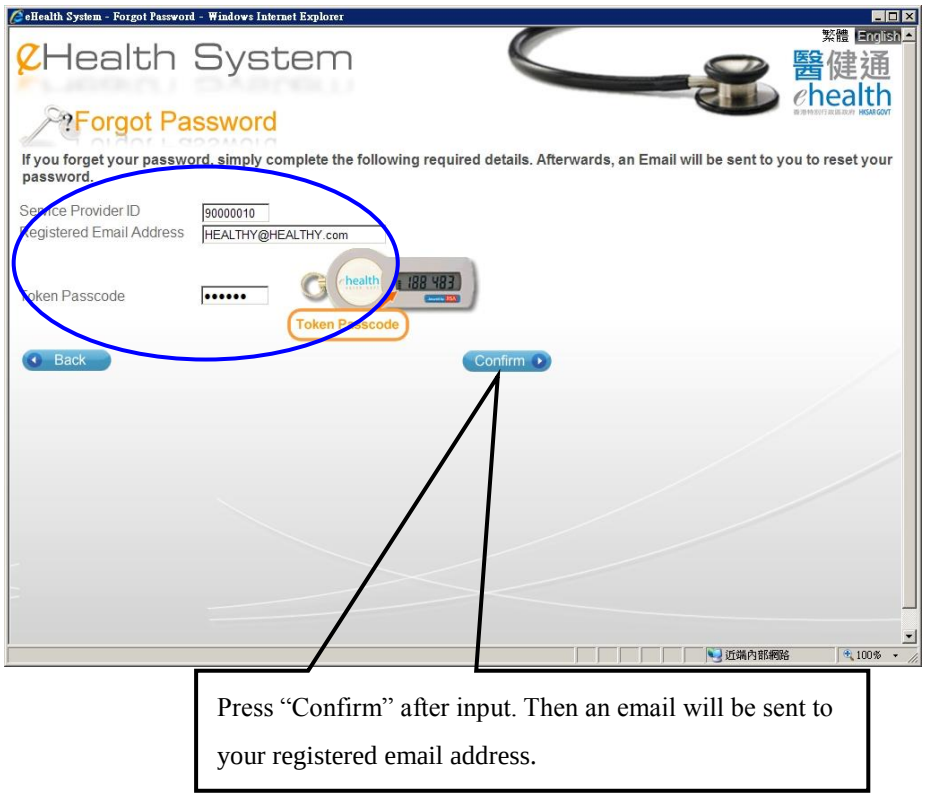

eHealth System - Forgot Password - Windows Internet Explorer
eHealth System
Forgot Password
If you forget your password, simply complete the following required details. Afterwards, an Email will be sent to you to reset your password.
Service Provider ID
90000010
Registered Email Address
HEALTHY@HEALTHY.com
Token Passcode
Back
Confirm
Press "Confirm" after input. Then an email will be sent to your registered email address.

Fig. 6.1-2 Forgot Password Page

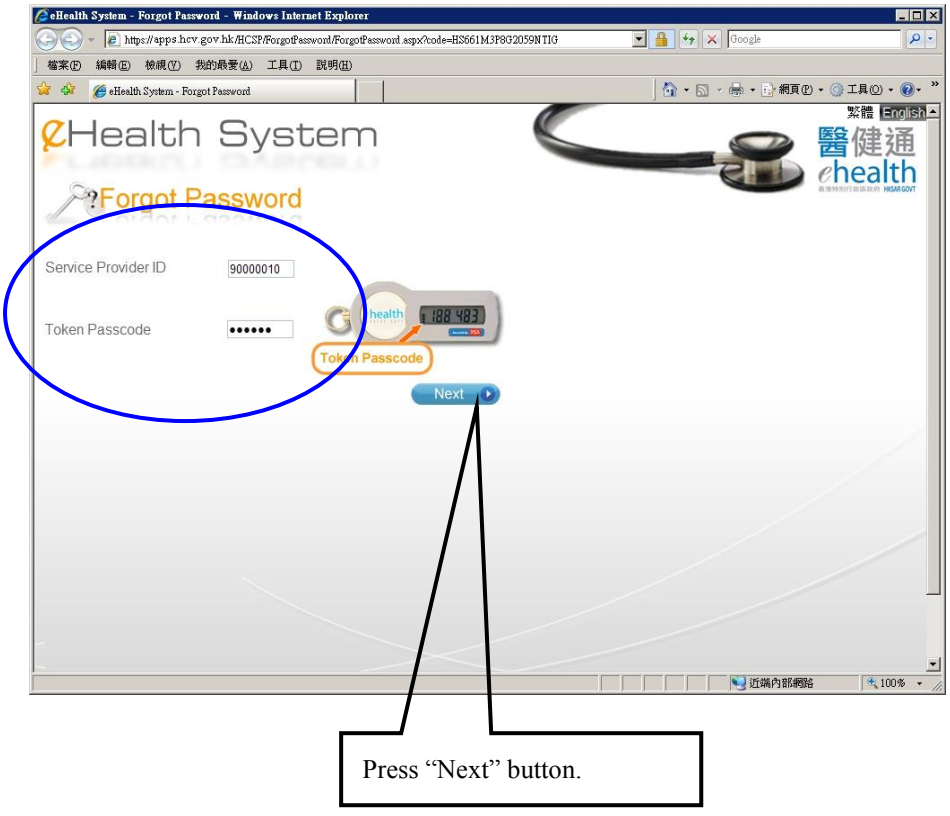


Fig. 6.1-3 Forgot password (to reset password) – Account Information

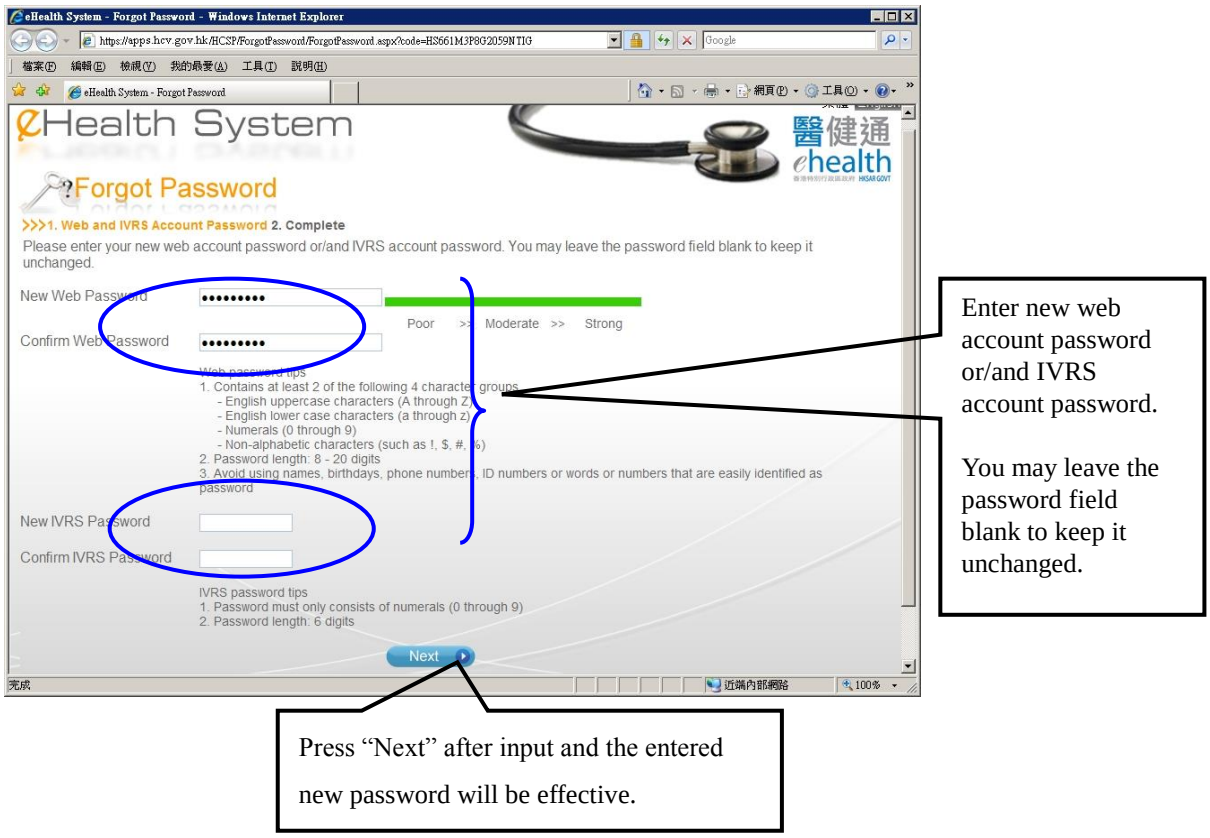

eHealth System - Forgot Password - Windows Internet Explorer
eHealth System
Forgot Password
>>>1. Web and IVRS Account Password 2. Complete
Please enter your new web account password or/and IVRS account password. You may leave the password field blank to keep it unchanged.
New Web Password
Confirm Web Password
Poor >> Moderate >> Strong
1. Contains at least 2 of the following 4 character groups
- English uppercase characters (A through Z)
- English lower case characters (a through z)
- Numerals (0 through 9)
- Non-alphabetic characters (such as !, $, #, %)
2. Password length: 8 - 20 digits
3. Avoid using names, birthdays, phone numbers, ID numbers or words or numbers that are easily identified as password
New IVRS Password
Confirm IVRS Password
IVRS password tips
1. Password must only consists of numerals (0 through 9)
2. Password length: 6 digits
Next
Enter new web account password or/and IVRS account password.
You may leave the password field blank to keep it unchanged.
Press "Next" after input and the entered new password will be effective.

Fig. 6.1-4 Forgot password (reset password) – enter new password

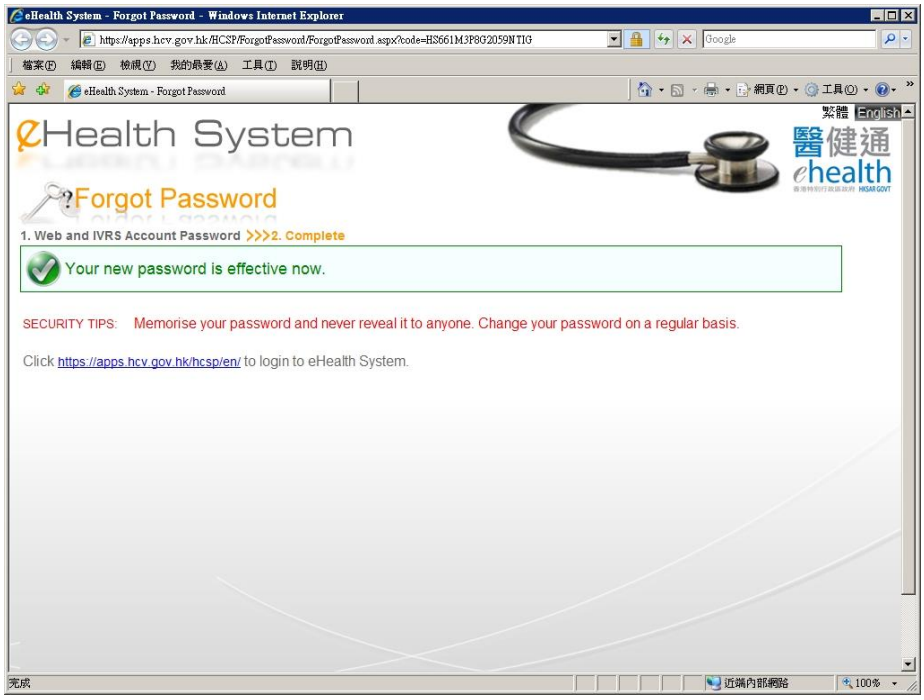

eHealth System - Forgot Password - Windows Internet Explorer
eHealth System
Forgot Password
1. Web and IVRS Account Password >>>2. Complete
Your new password is effective now.
SECURITY TIPS: Memorise your password and never reveal it to anyone. Change your password on a regular basis.
Click https://apps.hcv.gov.hk/hcsp/en/ to login to eHealth System.

Fig. 6.1-5 Forgot password (reset password) –completion of reset password

6.2 Data Entry Account

The Data Entry Account should contact the Service Provider to reset the password if he/she has forgotten the password.

Please refer to section 5.1.3.2.2 Change/Reset password for data entry account for details of re-setting the password.

7 Operation

7.1 Overview

The daily operation for eHealth System is related to claiming transaction for eHealth account and temporary eHealth account, creation of temporary eHealth account and viewing reimbursement result. To facilitate administrative work, service provider can delegate data input work, such as claim transaction and eHealth account creation, to data entry account. However, the data or transactions managed by data entry account should be verified and confirmed by service provider.

The access right on functions for data entry account and service provider is shown in Appendix 2. The details operation such as claiming transaction, management of claim transactions, management of temporary eHealth accounts and reimbursement are shown in the relevant parts in this section. The main flows for claiming transaction for temporary and validated eHealth account are shown in Appendix 3; while the workflow for service provider and data entry account in claiming transaction are shown in Appendix 4. As the user of this system will touch on clients' personal information, Appendix 1 shows some good practice notes on security for reference.

7.2 Claim Transaction

Service provider and data entry account can claim transaction for eligible patient via the 'Claim' function in the menu. For temporary eHealth account created by data entry, they should be confirmed by service provider before validating with Immigration Department.

Eight identity documents are accepted, they are:

i. Hong Kong Identity Card
ii. Certificate of Exemption
iii. Document of Identity
iv. Hong Kong Birth Certificate (Established)
v. Re-entry Permit
vi. Permit to Remain in HKSAR (ID235B)
vii. Non-Hong Kong Travel Document
viii. Adoption Certificate

The eligible patient should be a holder of one of the accepted identity documents. The

accepted document list for different schemes is shown in Appendix 6.

Temporary eHealth account (without claiming transaction) can be created for eligible patient via this function too. Several temporary accounts can be created with same identity document no., however, the total amount of subsidy entitled is restricted to the maximum amount of subsidy for an eHealth account.

7.2.1 Search for eHealth account

a. In the menu, click the menu item 'Claim'. (Fig. 7.2.1-1)

b. If you have multiple practices, you should select the practice. (Fig. 7.2.1-2). Then press . Page '1. Search Account' is shown. (Fig 7.2.1-3)

- The chosen practice will be the default one for this login session.

c. Select the scheme you are going to claim transaction from 'Scheme' (Fig 7.2.1-3)

d. The accepted document type for the selected scheme will be enabled. (Fig 7.2.1-4). If the patient is a holder of **HKIC**, you should select the radio button of 'Hong Kong Identity Card' and input HKIC No. and date of birth. (Fig 7.2.1-6). The fields description for different document type are shown in Appendix 7.

- You can click the next to the 'Document Type' for an accepted document list for different schemes. (Fig 7.2.1-5)
- Press 'Help' button or follow the input tips (if applicable) for details to input the information for eHealth Account search.
- For CIVSS, eligible patient might have filled in the personal information through the 'Online Pre-filling Consent Form' function. You can retrieved the information by entering the 'Pre-filled Consent No.' and press 'GO' button. (Fig. 7.2.1-6a)

e. Press 'Search' button.

f. Several results after searching the patient in system:

i) Patient with **un-matched identity document and date of birth information**

The system will display error message for following cases:

1. For document type of HKIC and EC, same document no. and date of birth exists for another document type. (no matter validated/temporary eHealth account). (Fig. 7.2.1-7)
2. There is a validated eHealth account with same identity document type and no. but with unmatched date of birth information in the system. (Fig. 7.2.1-8)

ii) The patient has a **validated eHealth account**

If the patient is an active validated eHealth account, the system will display the account information in '2. Enter Details' for you to input the claim information. For steps to input claim information, please refer to the 'Create Claim' in section 7.2.3.

iii) The patient has **not registered** in the system (Fig 7.2.1-9)

If the patient has not registered, the system will prompt you to get consent from the patient to continue creation of temporary account.

You may press 'Create Account' button to start creation of temporary account. Please refer to section 7.2.2 'Create temporary eHealth account' for details of creation of temporary account.

iv) The patient **already has a temporary eHealth account** (Fig. 7.2.1-10)

The temporary eHealth account details are displayed for your checking.

1. You may continue to claim for the existing temporary eHealth account by pressing 'Confirm' button. Please refer to section 7.2.3 'Create claim' for the creation of claim.
2. If the information displayed is different from the patient, you may modify the details by creation of a new temporary account.
    a. Press the 'Modify' button. A pop up window is shown to remind you to get consent from the patient. (Fig. 7.2.1-11)
    b. Press 'Yes' button and the page '1b. Enter Details' is displayed. The system will copy the data of the original temporary eHealth account to

ease your input (Fig. 7.2.1-12). The remaining steps are similar to the steps (c) to (f) of 'Create temporary eHealth account' in section 7.2.2 below.

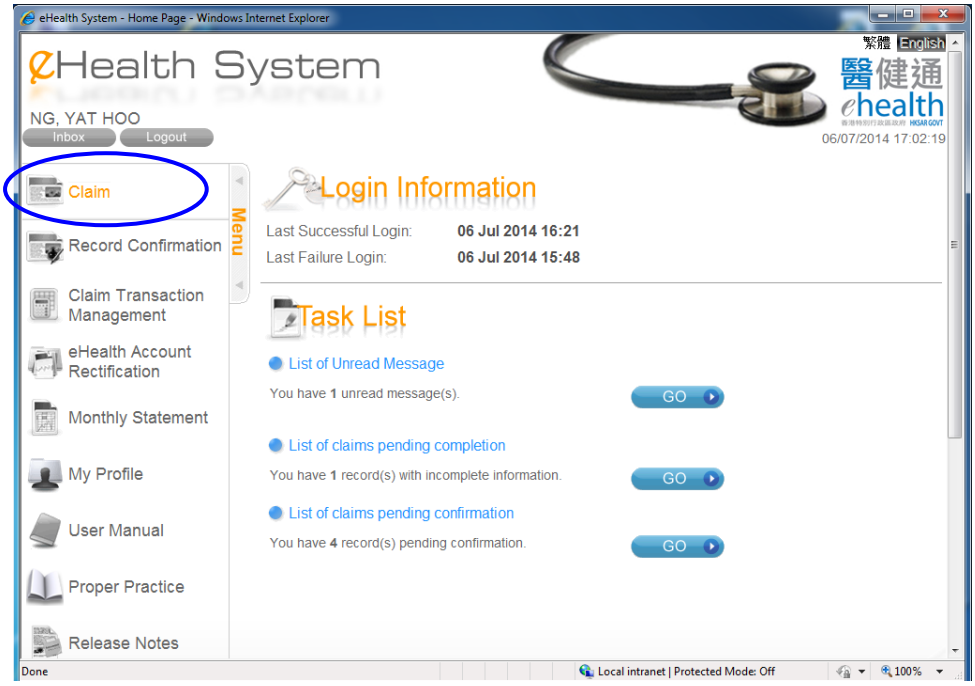


Fig. 7.2.1-1 Claim in Menu

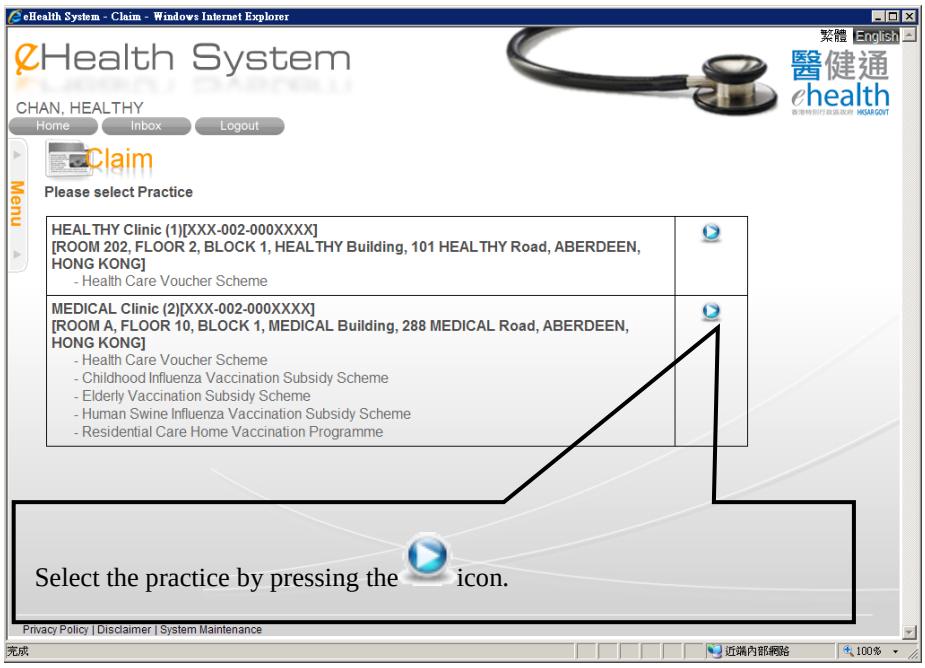

eHealth System - Claim - Windows Internet Explorer
eHealth System
繁體 English
醫健通 ehealth
CHAN, HEALTHY
Home
Inbox
Logout
Menu
Claim
Please select Practice
HEALTHY Clinic (1)[XXX-002-000XXXX]
[ROOM 202, FLOOR 2, BLOCK 1, HEALTHY Building, 101 HEALTHY Road, ABERDEEN, HONG KONG]
- Health Care Voucher Scheme
MEDICAL Clinic (2)[XXX-002-000XXXX]
[ROOM A, FLOOR 10, BLOCK 1, MEDICAL Building, 288 MEDICAL Road, ABERDEEN, HONG KONG]
- Health Care Voucher Scheme
- Childhood Influenza Vaccination Subsidy Scheme
- Elderly Vaccination Subsidy Scheme
- Human Swine Influenza Vaccination Subsidy Scheme
- Residential Care Home Vaccination Programme
Select the practice by pressing the icon.
Privacy Policy | Disclaimer | System Maintenance
完成
近端內部網路
100%

Fig. 7.2.1-2 Selection of practice

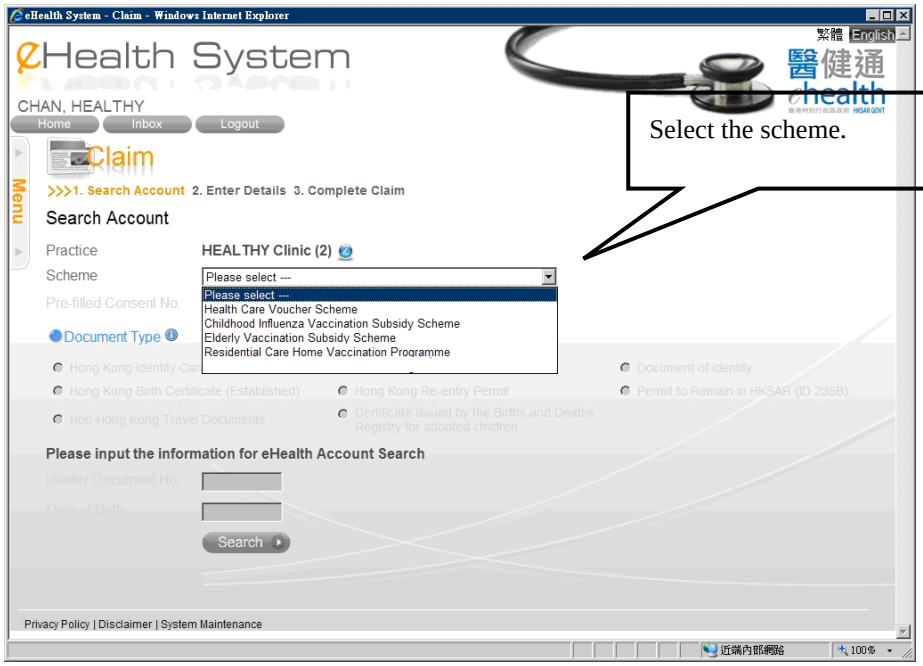


Fig. 7.2.1-3 Selection of scheme

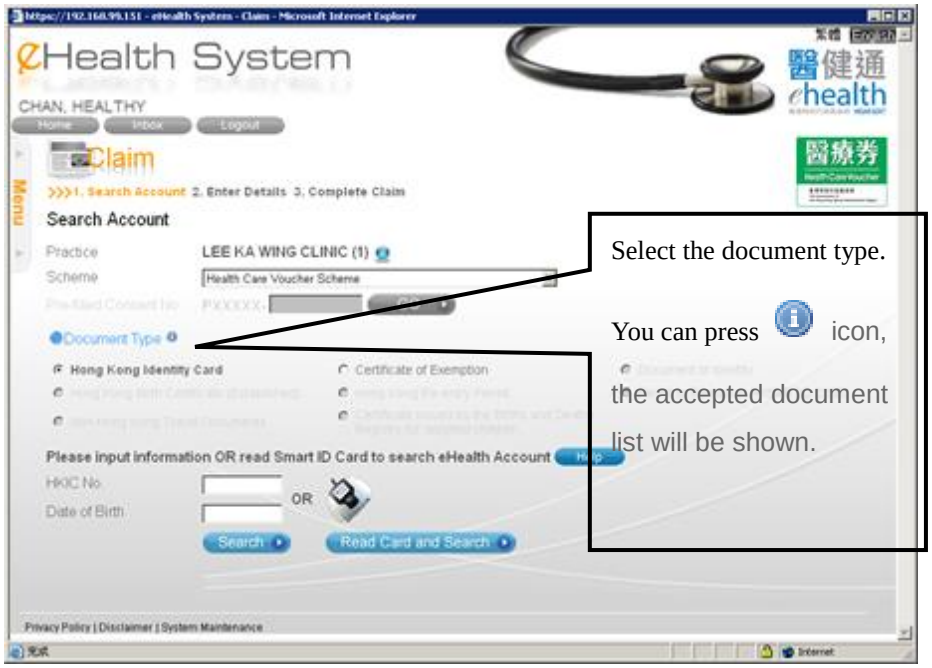


Fig. 7.2.1-4 Selection of Document Type

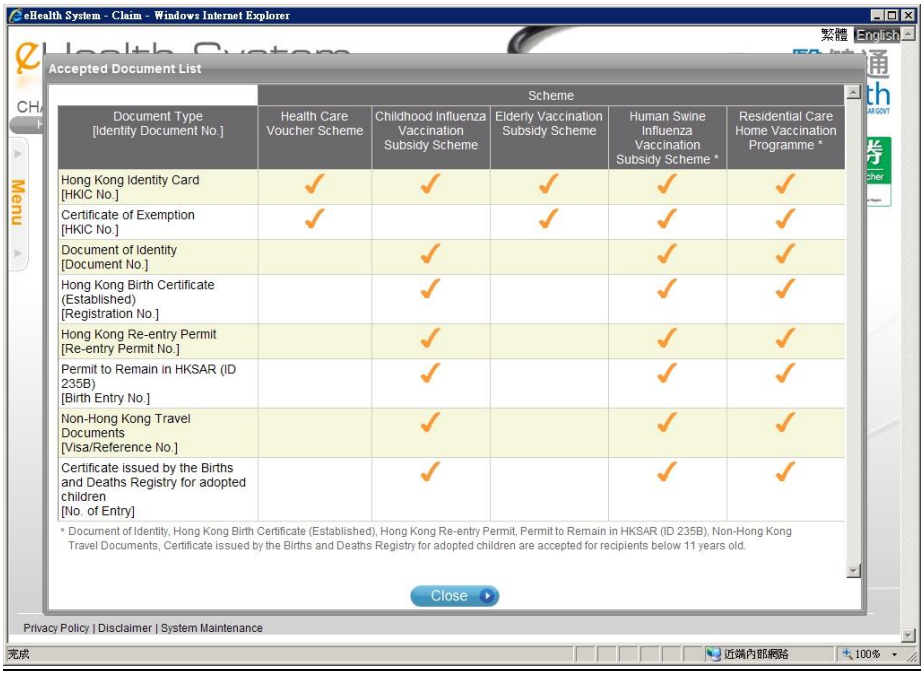

eHealth System - Claim - Windows Internet Explorer
Accepted Document List
Scheme
Document Type [Identity Document No.]
Health Care Voucher Scheme
Childhood Influenza Vaccination Subsidy Scheme
Elderly Vaccination Subsidy Scheme
Human Swine Influenza Vaccination Subsidy Scheme *
Residential Care Home Vaccination Programme *
Hong Kong Identity Card [HKIC No.]
Certificate of Exemption [HKIC No.]
Document of Identity [Document No.]
Hong Kong Birth Certificate (Established) [Registration No.]
Hong Kong Re-entry Permit [Re-entry Permit No.]
Permit to Remain in HKSAR (ID 235B) [Birth Entry No.]
Non-Hong Kong Travel Documents [Visa/Reference No.]
Certificate issued by the Births and Deaths Registry for adopted children [No. of Entry]
* Document of Identity, Hong Kong Birth Certificate (Established), Hong Kong Re-entry Permit, Permit to Remain in HKSAR (ID 235B), Non-Hong Kong Travel Documents, Certificate issued by the Births and Deaths Registry for adopted children are accepted for recipients below 11 years old.
Close
Privacy Policy | Disclaimer | System Maintenance

Fig. 7.2.1-5 Accepted Document List

Enter the HKIC and Date of birth as shown on the HKIC, click 'Search' button afterwards.

Fig. 7.2.1-6 Search Account (HKIC)

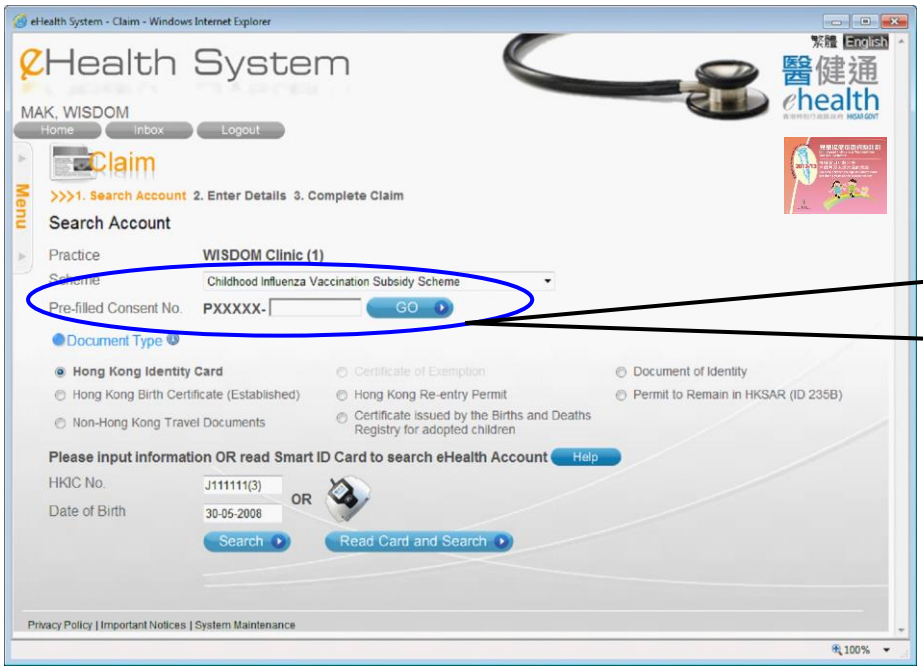


Fig. 7.2.1-6a Search Account - Pre-Filled Consent No. (for CIVSS)

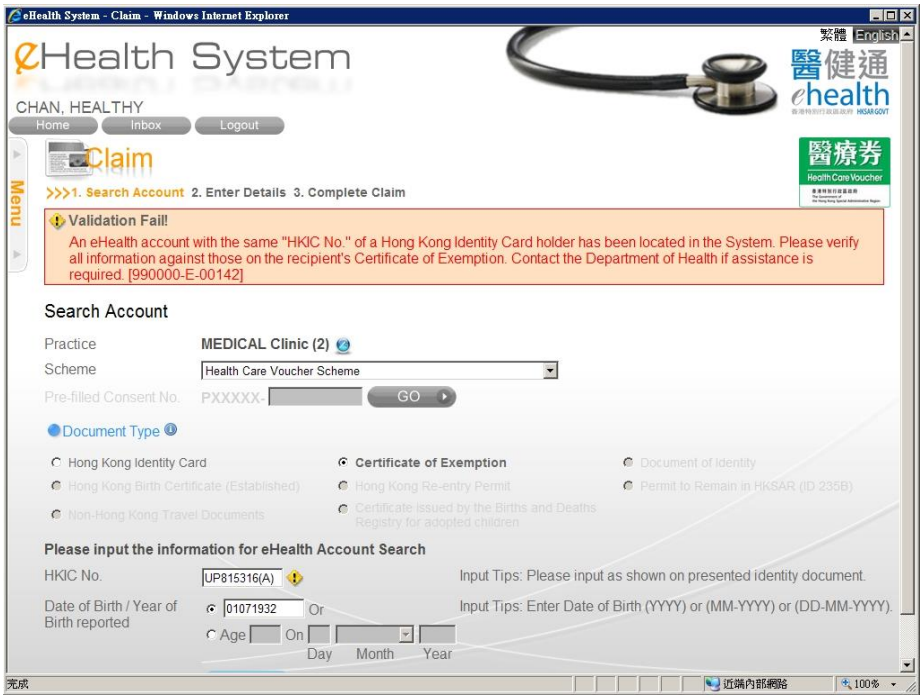
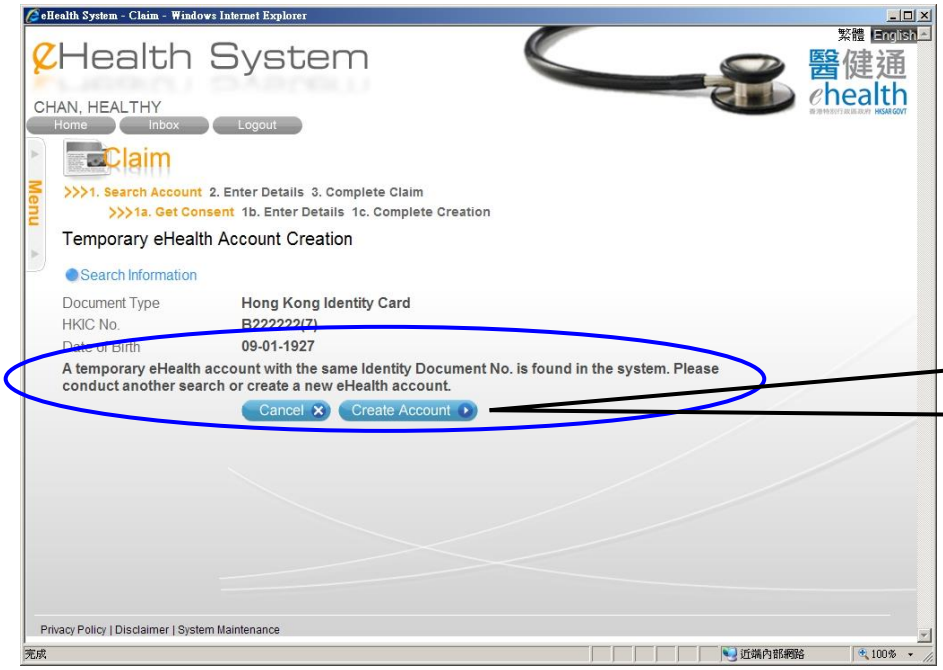

eHealth System - Claim - Windows Internet Explorer
eHealth System
CHAN, HEALTHY
Home
Inbox
Logout
Claim
>>>1. Search Account 2. Enter Details 3. Complete Claim
Validation Fail!
An eHealth account with the same "HKIC No." of a Hong Kong Identity Card holder has been located in the System. Please verify all information against those on the recipient's Certificate of Exemption. Contact the Department of Health if assistance is required. [990000-E-00142]
Search Account
Practice
MEDICAL Clinic (2)
Scheme
Health Care Voucher Scheme
Pre-filled Consent No.
PXXXXX-
GO
Document Type
Hong Kong Identity Card
Certificate of Exemption
Document of Identity
Please input the information for eHealth Account Search
HKIC No.
UP815316(A)
Input Tips: Please input as shown on presented identity document.
Date of Birth / Year of Birth reported
01071932
Or
Age
On
Day
Month
Year
Input Tips: Enter Date of Birth (YYYY) or (MM-YYYY) or (DD-MM-YYYY).

Fig. 7.2.1-7 Error message for HKIC No. of different kind of holder

Fig. 7.2.1-8 Error message for HKIC No. with unmatched date of birth


eHealth System - Claim - Windows Internet Explorer
eHealth System
CHAN, HEALTHY
Home
Inbox
Logout
Claim
>>>1. Search Account 2. Enter Details 3. Complete Claim
>>>1a. Get Consent 1b. Enter Details 1c. Complete Creation
Temporary eHealth Account Creation
Search Information
Document Type
Hong Kong Identity Card
HKIC No.
B222222(7)
Date of Birth
09-01-1927
A temporary eHealth account with the same Identity Document No. is found in the system. Please conduct another search or create a new eHealth account.
Cancel
Create Account
Privacy Policy | Disclaimer | System Maintenance

After getting consent from user, press this button to create account.

Fig. 7.2.1-9 Un-registered eHealth account

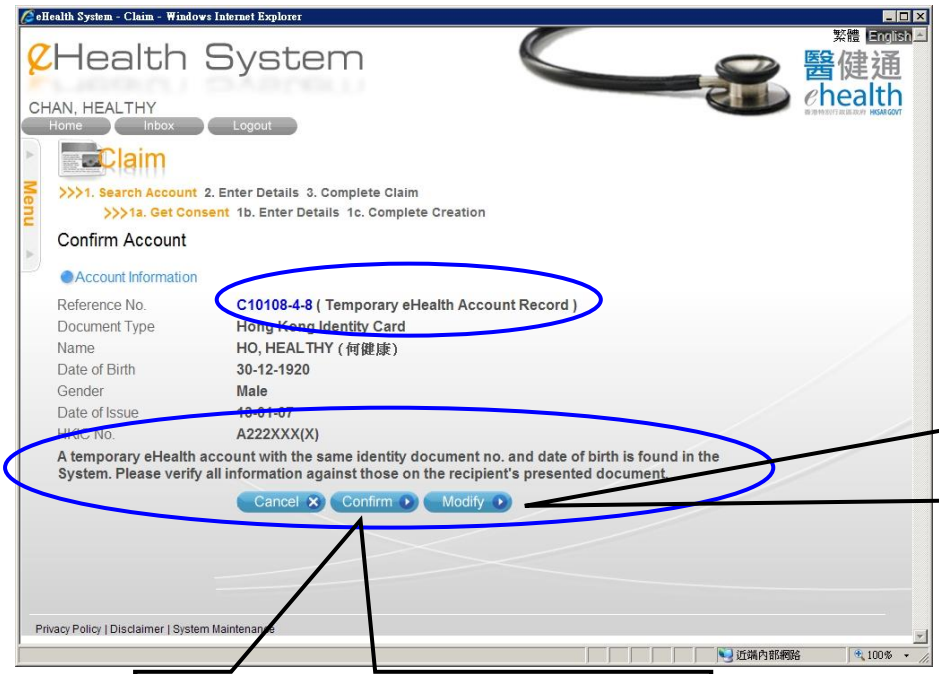

eHealth System - Claim - Windows Internet Explorer
eHealth System
CHAN, HEALTHY
Home
Inbox
Logout
Claim
>>>1. Search Account 2. Enter Details 3. Complete Claim
>>>1a. Get Consent 1b. Enter Details 1c. Complete Creation
Confirm Account
Account Information
Reference No. C10108-4-8 (Temporary eHealth Account Record)
Document Type Hong Kong Identity Card
Name HO, HEALTHY (何健康)
Date of Birth 30-12-1920
Gender Male
Date of Issue 13-01-07
HKIC No. A222XXX(X)
A temporary eHealth account with the same identity document no. and date of birth is found in the System. Please verify all information against those on the recipient's presented document.
Cancel
Confirm
Modify
Privacy Policy | Disclaimer | System Maintenance
If the information displayed is different from the patient, you may press 'Modify' button to copy the details and create a new temporary eHealth account.
You may continue to claim for the existing temporary eHealth account by pressing 'Confirm' button.

Fig. 7.2.1-10 Temporary eHealth Account

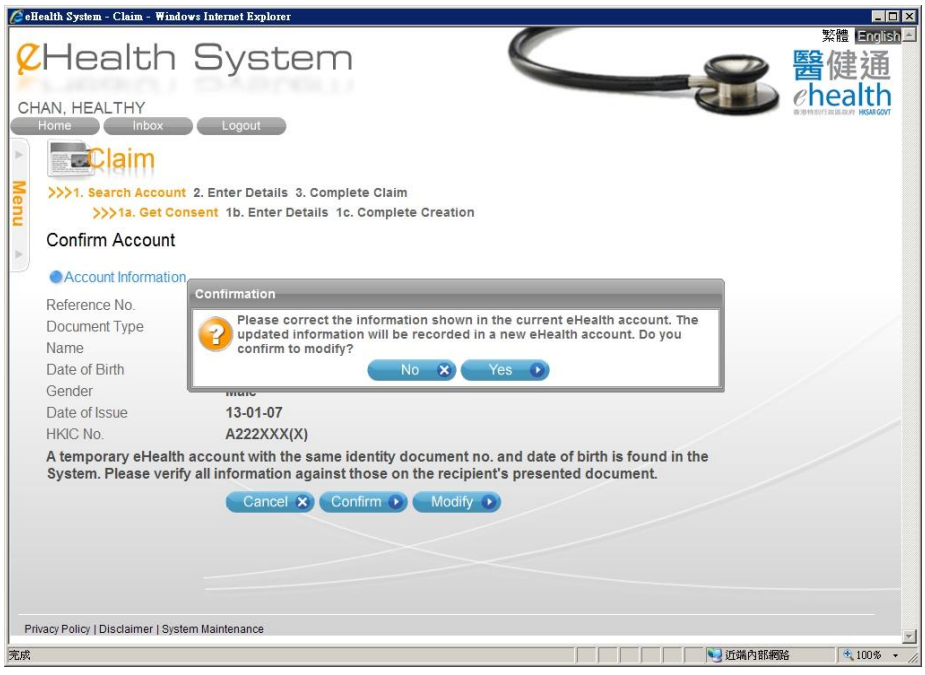

eHealth System - Claim - Windows Internet Explorer
eHealth System
CHAN, HEALTHY
Home
Inbox
Logout
Claim
>>>1. Search Account 2. Enter Details 3. Complete Claim
>>>1a. Get Consent 1b. Enter Details 1c. Complete Creation
Confirm Account
Account Information
Confirmation
Please correct the information shown in the current eHealth account. The updated information will be recorded in a new eHealth account. Do you confirm to modify?
No
Yes
Reference No.
Document Type
Name
Date of Birth
Gender
Date of Issue 13-01-07
HKIC No. A222XXX(X)
A temporary eHealth account with the same identity document no. and date of birth is found in the System. Please verify all information against those on the recipient's presented document.
Cancel
Confirm
Modify
Privacy Policy | Disclaimer | System Maintenance

Fig. 7.2.1-11 Popup window to remind getting consent from the patient (after pressing 'Modify' button)

Fig. 7.2.1-12 Enter details after pressing 'Modify' button (with original temporary eHealth account details displayed)

7.2.2 Create temporary eHealth account

a. The accepted document type varies for different scheme, select the document type and then enter the required information for creating temporary account. For detail of the fields description for different identity document types, please refer to Appendix 7. If the patient is **HKIC** holder, please input the personal details of name, Chinese Commercial Code (CCC), gender and date of issue in page '1b. Enter Details'. (Fig. 7.2.2-1)

   - You can change the practice by pressing the image .
   - The date of issue should be inputted and the format is 'DD-MM-YY' or 'DDMMYY'
   - After entering the CCC, press the 'Chinese Name' button. A pop up window is displayed for you to select the Chinese character corresponding to the CCC (Fig 7.2.2-2). Then press 'Confirm' button after selection. The Chinese name will be displayed above the English name.

b. Press 'Next' after the information is entered. The 'Confirm Details' page is shown. (Fig. 7.2.2-3)

c. You should click the checkbox of 'I declare…' and press 'Confirm' button to confirm the creation.

d. A Reference No. (in blue color) for the temporary eHealth account is shown. (Fig. 7.2.2-4)

e. The creation of the temporary eHealth account is completed.

- You may press 'Proceed to Claim' button to claim for the temporary eHealth account. Please refer to the section 7.2.3 'Create claim' to continue the claim.
- You may press 'Next Creation' button to create another temporary eHealth account.

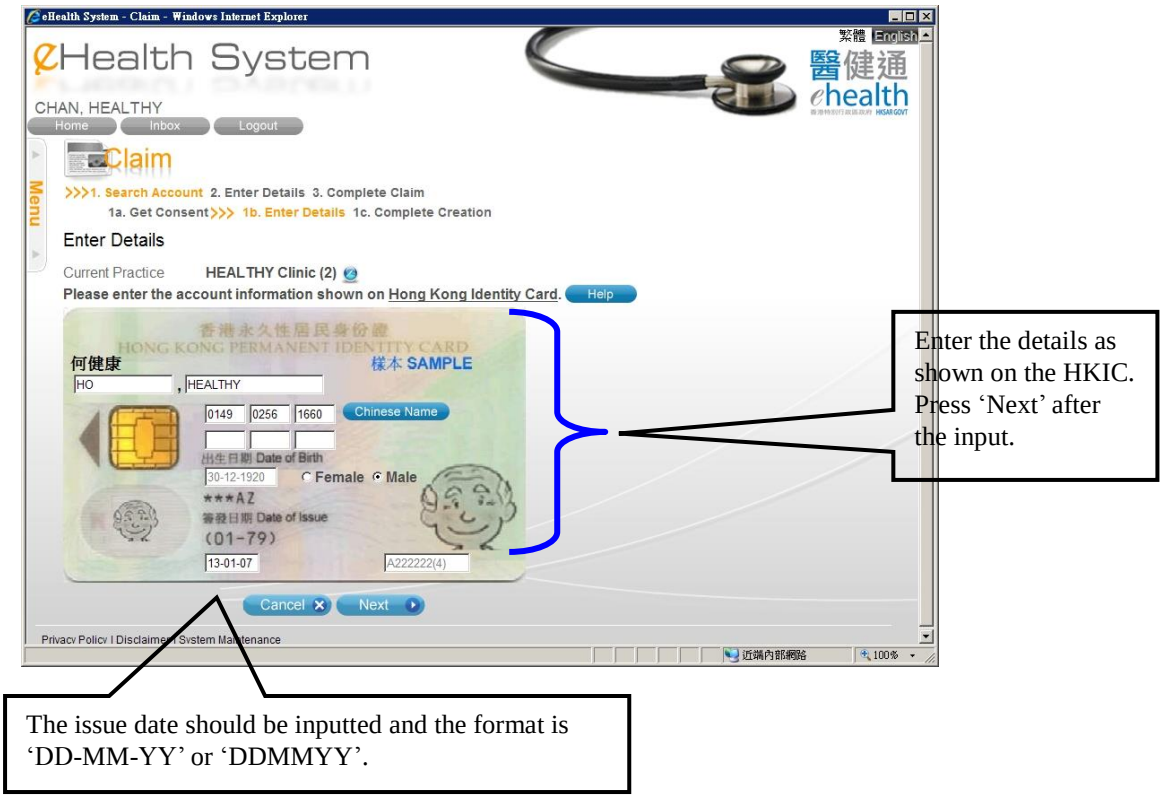
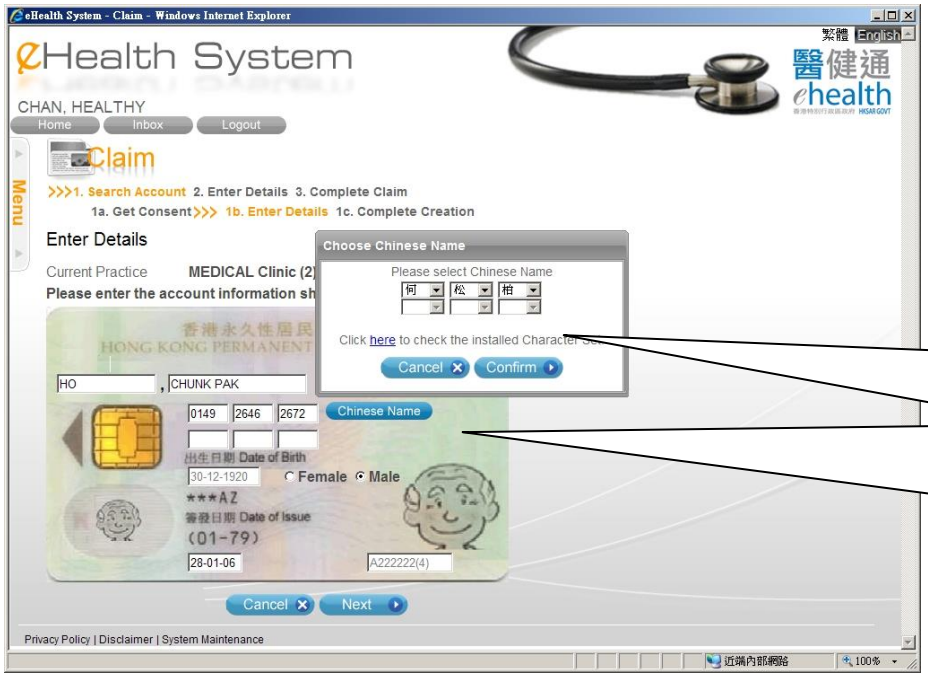
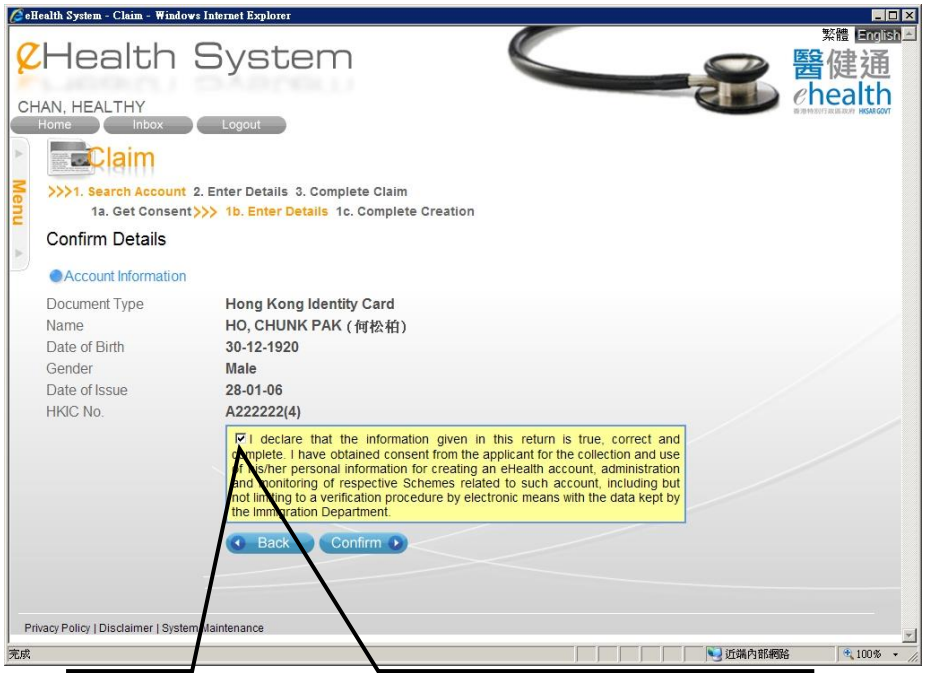


Fig. 7.2.2-1 Enter Details for HKIC holder



Press the 'Chinese Name' button to display and select Chinese character for CCC in the pop-up window. Then press 'Confirm' button.

Fig. 7.2.2-2 Search for Chinese character for CCC


eHealth System - Claim - Windows Internet Explorer
eHealth System
CHAN, HEALTHY
Home
Inbox
Logout
Claim
1. Search Account 2. Enter Details 3. Complete Claim
1a. Get Consent 1b. Enter Details 1c. Complete Creation
Confirm Details
Account Information
Document Type Hong Kong Identity Card
Name HO, CHUNK PAK (何松柏)
Date of Birth 30-12-1920
Gender Male
Date of Issue 28-01-06
HKIC No. A222222(4)
I declare that the information given in this return is true, correct and complete. I have obtained consent from the applicant for the collection and use of his/her personal information for creating an eHealth account, administration and monitoring of respective Schemes related to such account, including but not limiting to a verification procedure by electronic means with the data kept by the Immigration Department.
Back
Confirm
Privacy Policy | Disclaimer | System Maintenance

Click the checkbox of 'I declare…' and press 'Confirm' button to confirm the creation.

Fig. 7.2.2-3 Confirm Details

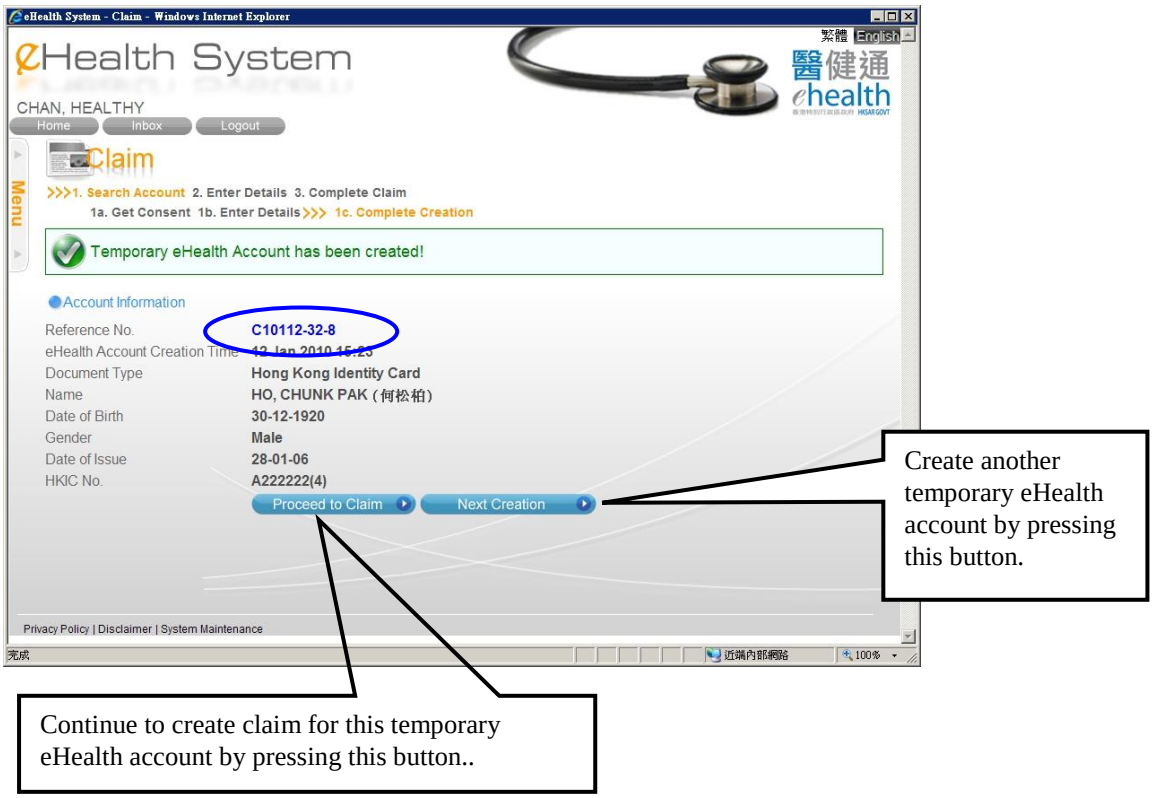

eHealth System - Claim - Windows Internet Explorer
eHealth System
CHAN, HEALTHY
Home
Inbox
Logout
Claim
1. Search Account 2. Enter Details 3. Complete Claim
1a. Get Consent 1b. Enter Details 1c. Complete Creation
Temporary eHealth Account has been created!
Account Information
Reference No. C10112-32-8
Document Type Hong Kong Identity Card
Name HO, CHUNK PAK (何松柏)
Date of Birth 30-12-1920
Gender Male
Date of Issue 28-01-06
HKIC No. A222222(4)
Proceed to Claim
Next Creation
Privacy Policy | Disclaimer | System Maintenance
Create another temporary eHealth account by pressing this button.
Continue to create claim for this temporary eHealth account by pressing this button..

Fig. 7.2.2-4 Complete Creation

7.2.3 Create claim

a. Before going into the claim page, the vaccination records of the patient are shown for your viewing. (Fig. 7.2.3-1a) Please refer to the legend in the screen for the available document types and the available immunization types of different information providers.

b. In page '2. Enter Details', you can change practice by pressing the icon. (Fig 7.2.3-1b)

c. Select 'Scheme' from the scheme list. Enter the service date of the claim and the default date is set to today. You can backdate the service date and the date cannot be a future date. (Fig 7.2.3-1b)

- For HCVS, enter the voucher amount claimed, the net service fee charged and the reasons for visit (principle and/or secondary). (Fig 7.2.3-1b)
- For vaccination schemes, select the subsidy. (Fig 7.2.3-1c) You may click the icon to view the legend of the subsidy. (Fig 7.2.3-2)

- When claiming for RVP, you may press icon to search the RCH code, a popup window will be shown for you to input searching criteria. (Fig. 7.2.3-1d)

d. Press 'Claim' button. The confirm details page is shown. (Fig 7.2.3-3a)

e. You can select using a pre-print form (not to print) or printing the Consent Form in condensed or full version. For most vaccination schemes, the 'Print Consent Form' button is always available in the screen for printing consent form even if 'Not to print' is selected. (Fig. 7.2.3-3c)

f. The printing option can be changed by pressing icon . (Fig. 7.2.3-3a-b)

- Not to print
  If you choose this option, you select to use "pre-printed forms" instead of using system generated forms.
  The pre-printed forms can be downloaded from the "Download Area".

- Print the "full version'
  If you choose this option, you select to use system generated forms of full version of consent form. (Fig. 7.2.3-3d)

- Print the "condensed version"
  If you choose this option, you select to use system generated forms of condensed version of consent form. (Fig. 7.2.3-3e)

  You need to first print out the consent to transfer personal data form which you can download from the "Download Area". The consent form varies for different schemes. This printed copy can be shown repeatedly to different patient when requesting their consent.

g. If you have selected 'Print full version' or 'Print condensed version', you should select the language for the printout of Consent Form. Then press the print button. A new window is displayed for you to print the form for the patient to sign on. (Fig 7.2.3-4 or Fig 7.2.3-5). Only if you have clicked the Print button, the checkbox of 'I hereby confirm that …' will be enabled.

h. Click the checkbox of 'I hereby confirm that …' and press 'Confirm' button to confirm.

Page '3. Complete Claim' of 'Claim' is shown (Fig. 7.2.3-6).

i. A transaction no. is created for this claim and you should mark the transaction no. on the consent form. Then

- Press "Next Claim' button to do other claims. OR
- Press "Claim For Same Patient" to claim for the same patient.

Temporary eHealth account

- If the claim transaction is created by service provider, the related temporary eHealth account for the claim is now ready for validation with Immigration Department.
- If the claim transaction is created by data entry account, the service provider should confirm the claim transaction. Otherwise, the temporary account cannot be passed to Immigration Department for validation and the claim may not be able to reimburse.

Validated eHealth account:

- If the claim transaction is created by service provider, the claim is now ready for reimbursement.
- If the claim transaction is created by data entry account, the service provider should confirm it, otherwise, the claim cannot be reimbursed.

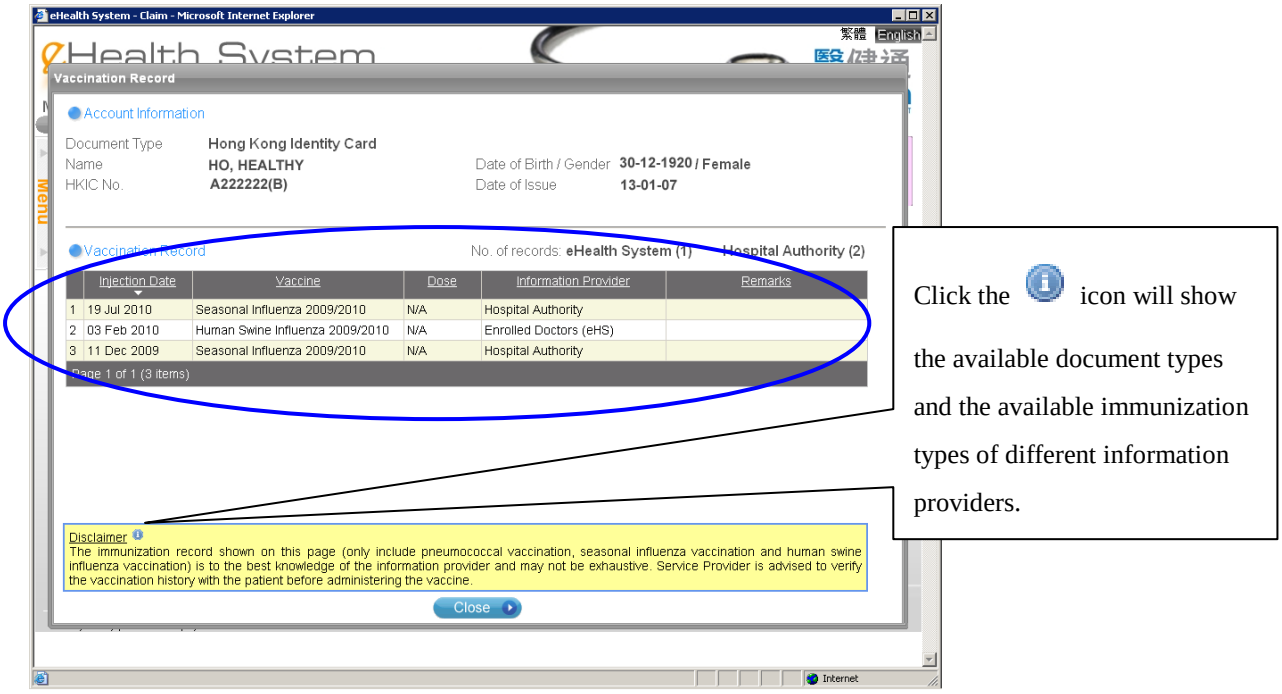

eHealth System - Claim - Microsoft Internet Explorer
eHealth System
繁體 English
Vaccination Record
Account Information
Document Type Hong Kong Identity Card
Name HO, HEALTHY
HKIC No. A222222(B)
Date of Birth / Gender 30-12-1920 / Female
Date of Issue 13-01-07
Vaccination Record
No. of records: eHealth System (1) Hospital Authority (2)
Injection Date | Vaccine | Dose | Information Provider | Remarks
1 19 Jul 2010 | Seasonal Influenza 2009/2010 | N/A | Hospital Authority
2 03 Feb 2010 | Human Swine Influenza 2009/2010 | N/A | Enrolled Doctors (eHS)
3 11 Dec 2009 | Seasonal Influenza 2009/2010 | N/A | Hospital Authority
Page 1 of 1 (3 items)
Disclaimer
The immunization record shown on this page (only include pneumococcal vaccination, seasonal influenza vaccination and human swine influenza vaccination) is to the best knowledge of the information provider and may not be exhaustive. Service Provider is advised to verify the vaccination history with the patient before administering the vaccine.
Close
Internet
Click the icon will show the available document types and the available immunization types of different information providers.

Fig 7.2.3-1a Vaccination records are shown.

Fig 7.2.3-1b Enter Details – claim for HCVS

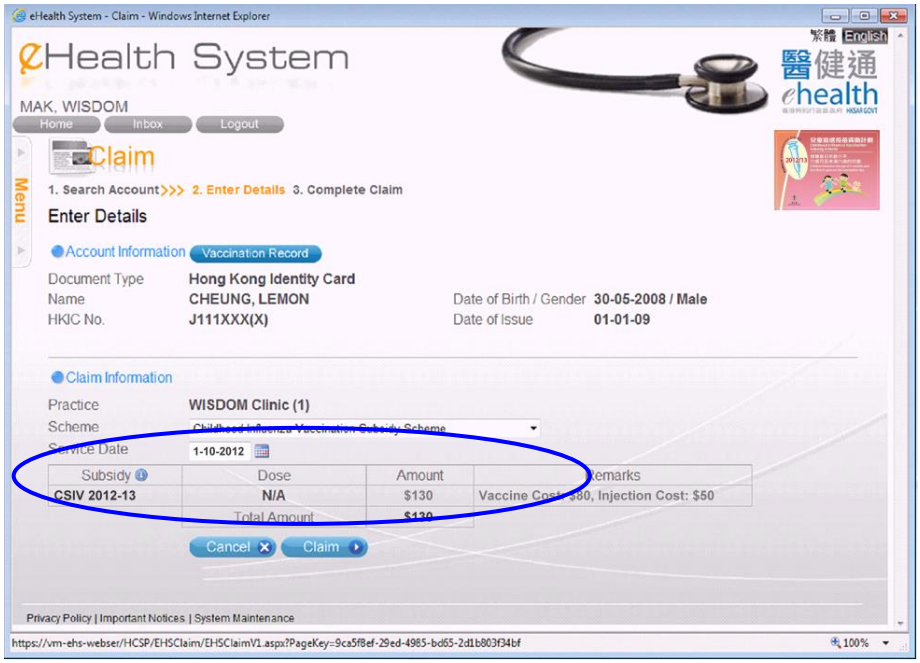


Fig 7.2.3-1c Enter Details – Select the subsidy or dose

Fig 7.2.3-1d Enter Details – Search the RCH code

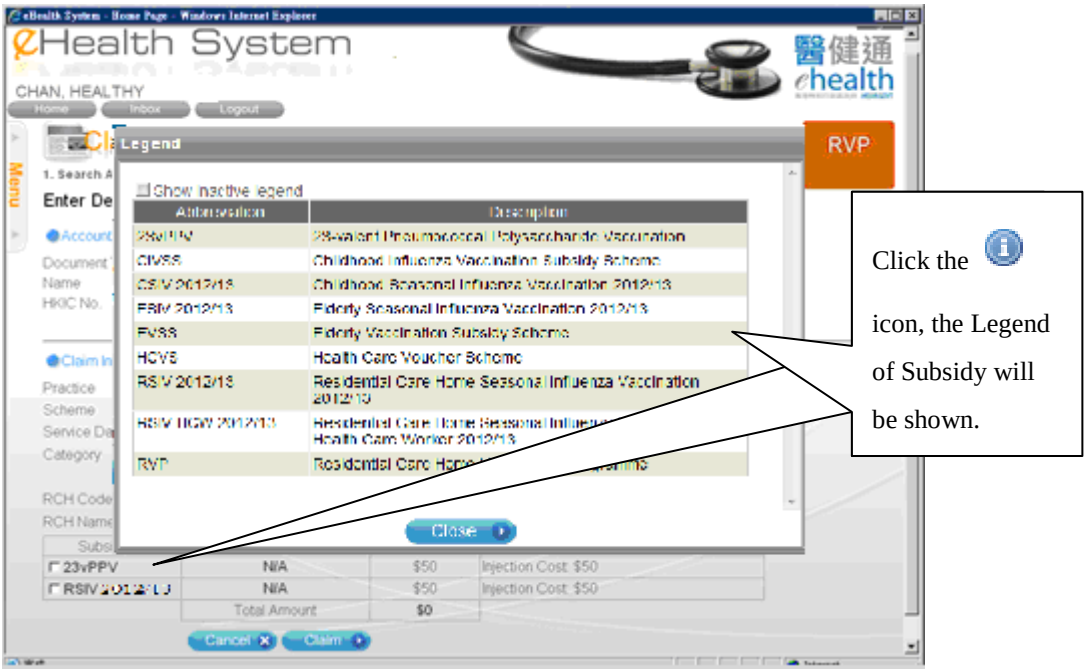


Fig 7.2.3-2 Enter Details – Legend of Subsidy

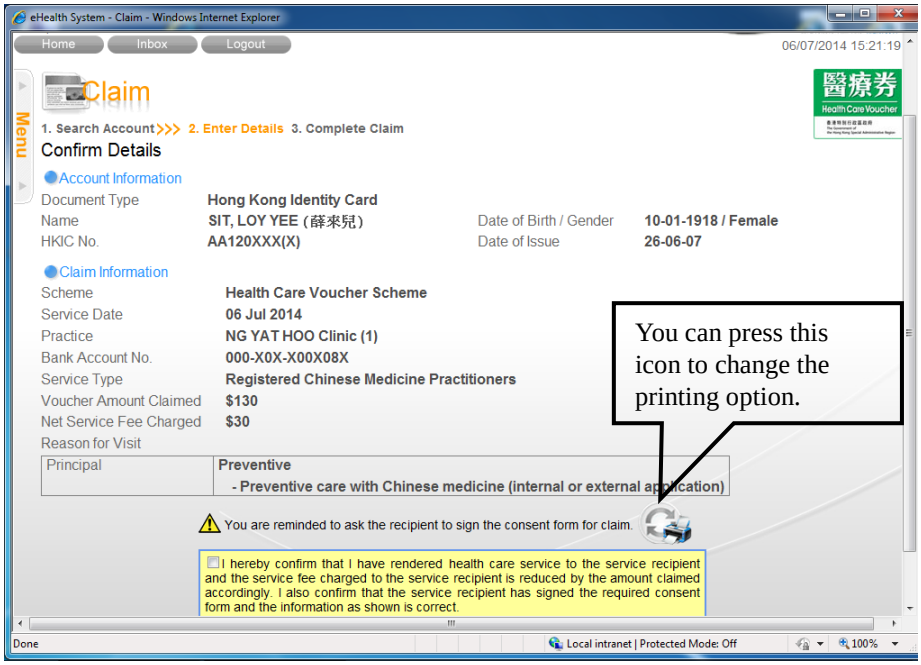

eHealth System - Claim - Windows Internet Explorer
Home
Inbox
Logout
06/07/2014 15:21:19
Claim
醫療券
Health Care Voucher
Menu
1. Search Account >>> 2. Enter Details 3. Complete Claim
Confirm Details
Account Information
Document Type Hong Kong Identity Card
Name SIT, LOY YEE (薛來兒)
HKIC No. AA120XXX(X)
Date of Birth / Gender 10-01-1918 / Female
Date of Issue 26-06-07
Claim Information
Scheme Health Care Voucher Scheme
Service Date 06 Jul 2014
Practice NG YAT HOO Clinic (1)
Bank Account No. 000-X0X-X00X08X
Service Type Registered Chinese Medicine Practitioners
Voucher Amount Claimed $130
Net Service Fee Charged $30
Reason for Visit
Principal
Preventive
- Preventive care with Chinese medicine (internal or external application)
You are reminded to ask the recipient to sign the consent form for claim.
I hereby confirm that I have rendered health care service to the service recipient and the service fee charged to the service recipient is reduced by the amount claimed accordingly. I also confirm that the service recipient has signed the required consent form and the information as shown is correct.
Done
Local intranet | Protected Mode: Off
100%
You can press this icon to change the printing option.

Fig 7.2.3-3a Confirm Details – Printing option of 'Not to print'

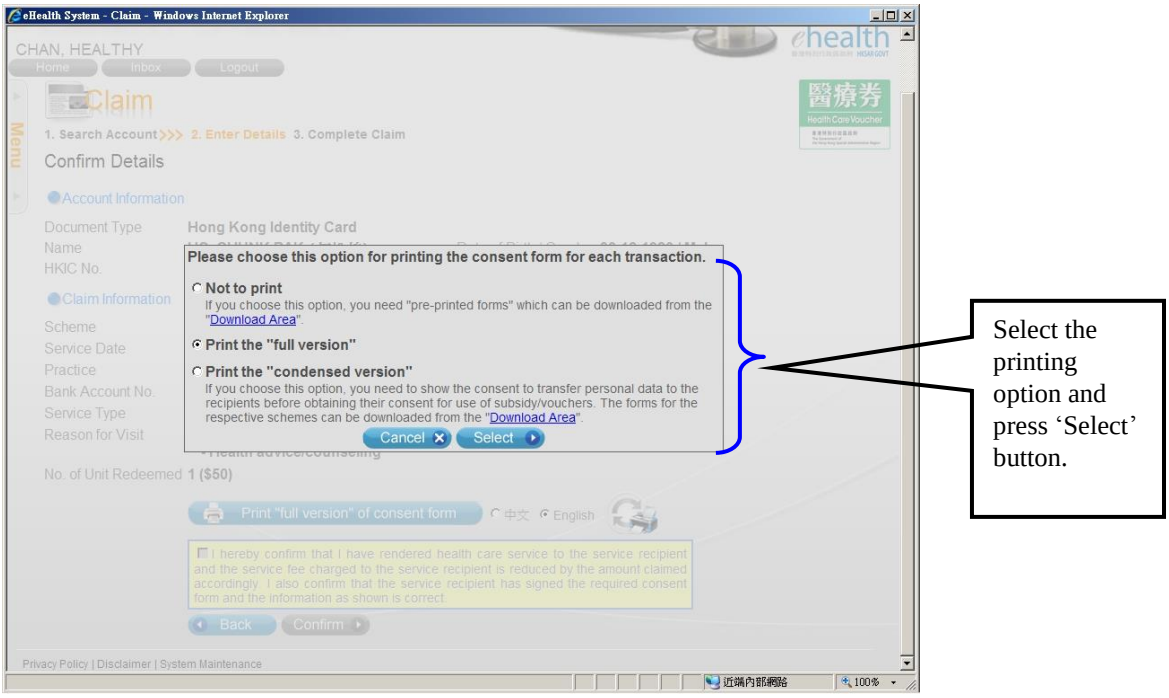
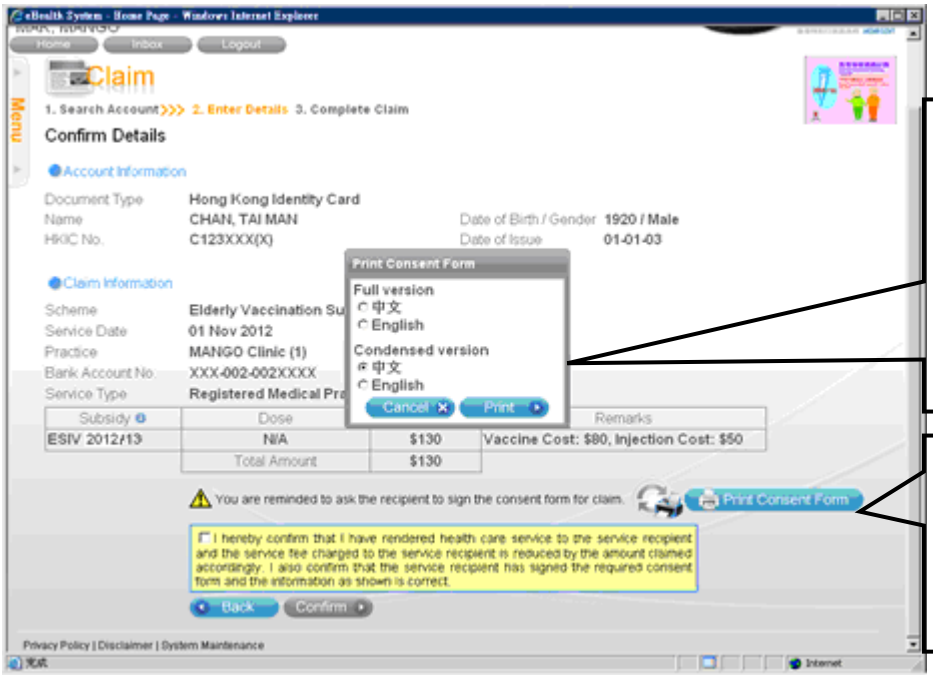

eHealth System - Claim - Windows Internet Explorer
CHAN, HEALTHY
Home
Inbox
Logout
ehealth
Claim
醫療券
Health Care Voucher
Menu
1. Search Account >>> 2. Enter Details 3. Complete Claim
Confirm Details
Account Information
Document Type Hong Kong Identity Card
Name
HKIC No.
Claim Information
Scheme
Service Date
Practice
Bank Account No.
Service Type
Reason for Visit
No. of Unit Redeemed 1 ($50)
Please choose this option for printing the consent form for each transaction.
Not to print
If you choose this option, you need "pre-printed forms" which can be downloaded from the "Download Area".
Print the "full version"
Print the "condensed version"
If you choose this option, you need to show the consent to transfer personal data to the recipients before obtaining their consent for use of subsidy/vouchers. The forms for the respective schemes can be downloaded from the "Download Area".
Cancel
Select
Print "full version" of consent form
中文
English
I hereby confirm that I have rendered health care service to the service recipient and the service fee charged to the service recipient is reduced by the amount claimed accordingly. I also confirm that the service recipient has signed the required consent form and the information as shown is correct.
Back
Confirm
Privacy Policy | Disclaimer | System Maintenance
近端內部網路
100%
Select the printing option and press 'Select' button.

Fig 7.2.3-3b Confirm Details – Press the icon of change of printing option

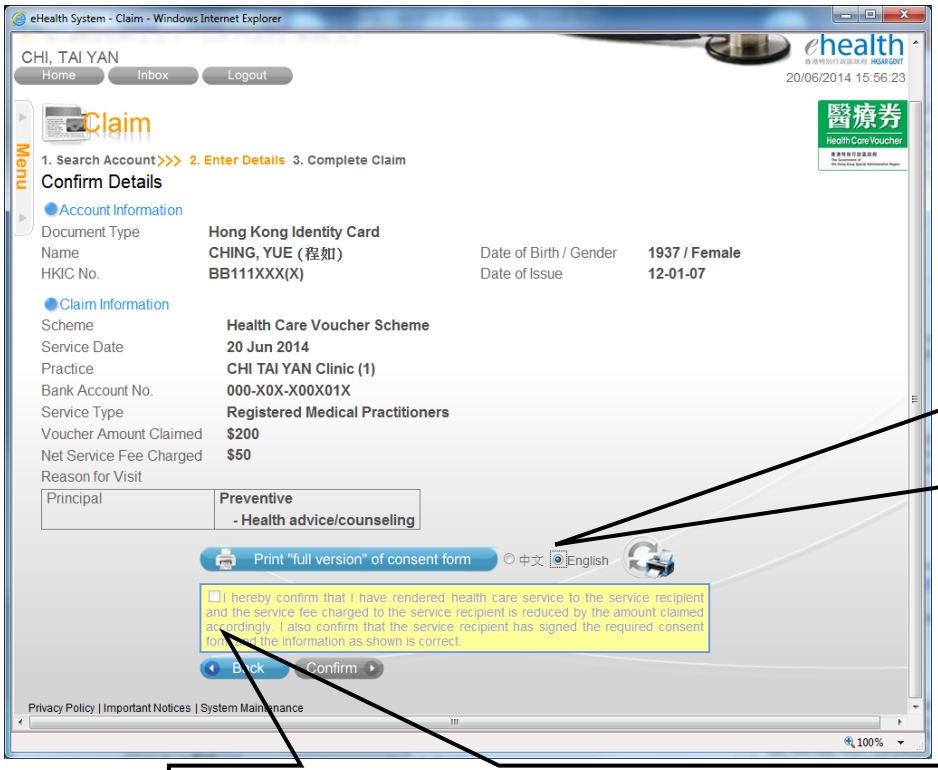

Claim
1. Search Account >>> 2. Enter Details 3. Complete Claim
Confirm Details
Account Information
Document Type Hong Kong Identity Card
Name CHAN, TAI MAN
HKIC No. C123XXX(X)
Date of Birth / Gender 1920 / Male
Date of Issue 01-01-03
Claim Information
Scheme Elderly Vaccination Su
Service Date 01 Nov 2012
Practice MANGO Clinic (1)
Bank Account No. XXX-002-002XXXX
Service Type Registered Medical Pra
Print Consent Form
Full version
中文
English
Condensed version
中文
English
Cancel
Print
Subsidy
Dose
Remarks
ESIV 2012/13
N/A
$130
Vaccine Cost: $80, Injection Cost: $50
Total Amount
$130
You are reminded to ask the recipient to sign the consent form for claim.
Print Consent Form
I hereby confirm that I have rendered health care service to the service recipient and the service fee charged to the service recipient is reduced by the amount claimed accordingly. I also confirm that the service recipient has signed the required consent form and the information as shown is correct.
Back
Confirm
Privacy Policy | Disclaimer | System Maintenance

Choose the language and the version for the printout of the consent form. Press 'Print'

A new window with the Consent Form is displayed. (Fig 7.2.3-4)

You can press the 'Print Consent Form' button, a popup window will be shown.

Fig 7.2.3-3c Confirm Details – the 'Print Consent Form' button is available for 'Not to print' option for most vaccination schemes


eHealth System - Claim - Windows Internet Explorer
CHI, TAI YAN
Home
Inbox
Logout
20/06/2014 15:56:23
Claim
1. Search Account >>> 2. Enter Details 3. Complete Claim
Confirm Details
Account Information
Document Type Hong Kong Identity Card
Name CHING, YUE (程如)
HKIC No. BB111XXX(X)
Date of Birth / Gender 1937 / Female
Date of Issue 12-01-07
Claim Information
Scheme Health Care Voucher Scheme
Service Date 20 Jun 2014
Practice CHI TAI YAN Clinic (1)
Bank Account No. 000-X0X-X00X01X
Service Type Registered Medical Practitioners
Voucher Amount Claimed $200
Net Service Fee Charged $50
Reason for Visit
Principal
Preventive
- Health advice/counseling
Print "full version" of consent form
中文
English
I hereby confirm that I have rendered health care service to the service recipient and the service fee charged to the service recipient is reduced by the amount claimed accordingly. I also confirm that the service recipient has signed the required consent form and the information as shown is correct.
Back
Confirm
Privacy Policy | Important Notices | System Maintenance
100%

Select the language and press the button 'Print "full version" of consent form".

A new window with the Consent Form is displayed. (Fig 7.2.3-4)

After printing and signing the form, click the checkbox of 'I hereby confirm …' and press 'Confirm' button to confirm the claim.

Fig 7.2.3-3d Confirm Details – Printing option of 'Print "Full Version"'

eHealth System - Claim - Windows Internet Explorer
CHI, TAI YAN
Home
Inbox
Logout
20/06/2014 16:04:18
Claim
1. Search Account >>> 2. Enter Details 3. Complete Claim
Confirm Details
Account Information
Document Type Hong Kong Identity Card
Name CHING, YUE (程如)
HKIC No. BB111XXX(X)
Date of Birth / Gender 1937 / Female
Date of Issue 12-01-07
Claim Information
Scheme Health Care Voucher Scheme
Service Date 20 Jun 2014
Practice CHI TAI YAN Clinic (1)
Bank Account No. 000-X0X-X00X01X
Service Type Registered Medical Practitioners
Voucher Amount Claimed $200
Net Service Fee Charged $50
Preventive
- Health advice/counseling
Print "condensed version" of consent form
中文
English
I hereby confirm that I have rendered health care service to the service recipient and the service fee charged to the service recipient is reduced by the amount claimed accordingly. I also confirm that the service recipient has signed the required consent form and the information as shown is correct.
Back
Confirm
Select the language and press the button 'Print "condensed version" of consent form"..
A new window with the Consent Form is displayed. (Fig 7.2.3-5)
After printing and signing the form, click the checkbox of 'I hereby confirm …' and press 'Confirm' button to confirm the claim.

Fig 7.2.3-3e Confirm Details – Printing option of 'Print "Condensed Version"'

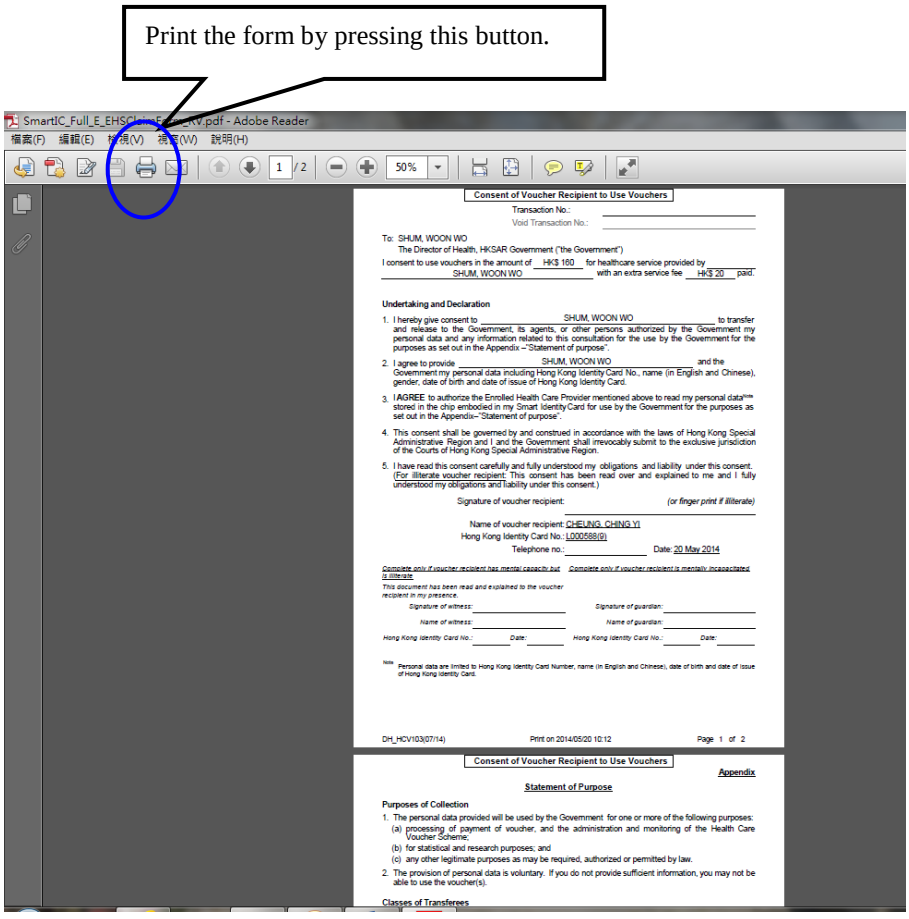

Print the form by pressing this button.
Consent of Voucher Recipient to Use Vouchers
Transaction No.:
Void Transaction No.:
To: SHUM, WOON WO
The Director of Health, HKSAR Government ("the Government")
I consent to use vouchers in the amount of HK$ 160 for healthcare service provided by SHUM, WOON WO with an extra service fee HK$ 20 paid.
Undertaking and Declaration
1. I hereby give consent to SHUM, WOON WO to transfer and release to the Government, its agents, or other persons authorized by the Government my personal data and any information related to this consultation for the use by the Government for the purposes as set out in the Appendix – "Statement of purpose".
2. I agree to provide SHUM, WOON WO and the Government my personal data including Hong Kong Identity Card No., name (in English and Chinese), gender, date of birth and date of issue of Hong Kong Identity Card.
3. I AGREE to authorize the Enrolled Health Care Provider mentioned above to read my personal data[Note] stored in the chip embodied in my Smart Identity Card for use by the Government for the purposes as set out in the Appendix – "Statement of purpose".
4. This consent shall be governed by and construed in accordance with the laws of Hong Kong Special Administrative Region and I and the Government shall irrevocably submit to the exclusive jurisdiction of the Courts of Hong Kong Special Administrative Region.
5. I have read this consent carefully and fully understood my obligations and liability under this consent. (For illiterate voucher recipient: This consent has been read over and explained to me and I fully understood my obligations and liability under this consent.)
Signature of voucher recipient: (or finger print if illiterate)
Name of voucher recipient: CHEUNG, CHING YI
Hong Kong Identity Card No.: L000588(9)
Telephone no.: Date: 20 May 2014
Complete only if voucher recipient has mental capacity but is illiterate
This document has been read and explained to the voucher recipient in my presence.
Signature of witness: Signature of guardian:
Name of witness: Name of guardian:
Hong Kong Identity Card No.: Date: Hong Kong Identity Card No.: Date:
Note Personal data are limited to Hong Kong Identity Card Number, name (in English and Chinese), date of birth and date of issue of Hong Kong Identity Card.
DH_HCV103(07/14) Print on 2014/05/20 10:12 Page 1 of 2
Consent of Voucher Recipient to Use Vouchers
Appendix
Statement of Purpose
Purposes of Collection
1. The personal data provided will be used by the Government for one or more of the following purposes:
(a) processing of payment of voucher, and the administration and monitoring of the Health Care Voucher Scheme;
(b) for statistical and research purposes; and
(c) any other legitimate purposes as may be required, authorized or permitted by law.
2. The provision of personal data is voluntary. If you do not provide sufficient information, you may not be able to use the voucher(s).
Classes of Transferees

Fig 7.2.3-4 Print Consent – Full Version

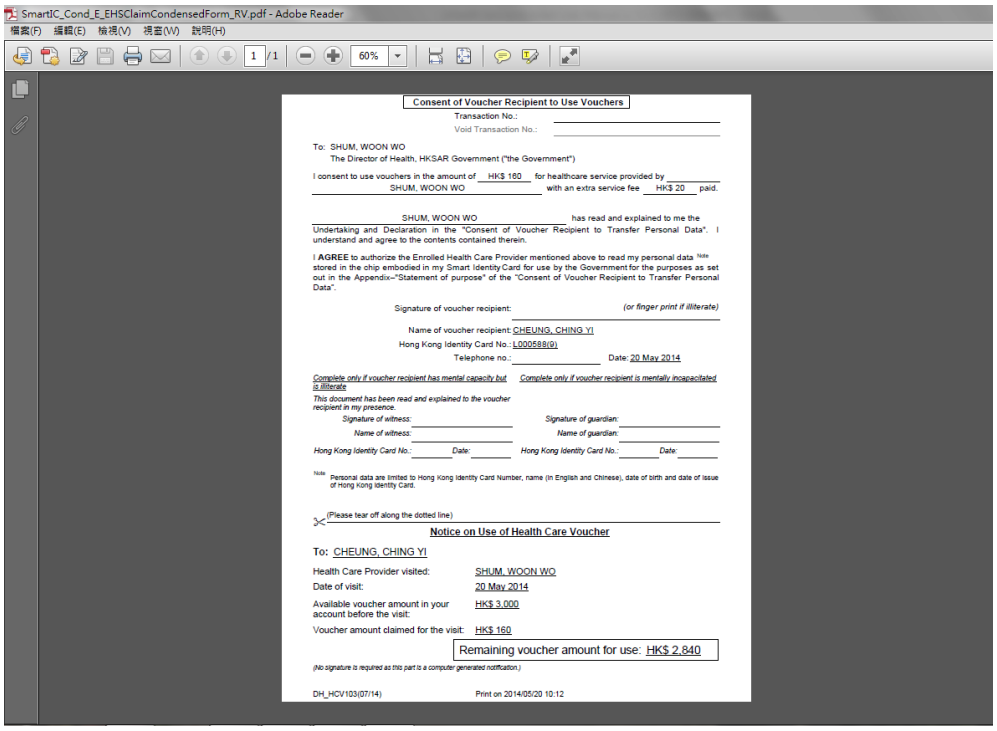

SmartIC_Cond_E_EHSClaimCondensedForm_RV.pdf - Adobe Reader
Consent of Voucher Recipient to Use Vouchers
Transaction No.:
Void Transaction No.:
To: SHUM, WOON WO
The Director of Health, HKSAR Government ("the Government")
I consent to use vouchers in the amount of HK$ 160 for healthcare service provided by SHUM, WOON WO with an extra service fee HK$ 20 paid.
SHUM, WOON WO has read and explained to me the Undertaking and Declaration in the "Consent of Voucher Recipient to Transfer Personal Data". I understand and agree to the contents contained therein.
I AGREE to authorize the Enrolled Health Care Provider mentioned above to read my personal data stored in the chip embodied in my Smart Identity Card for use by the Government for the purposes as set out in the Appendix-"Statement of purpose" of the "Consent of Voucher Recipient to Transfer Personal Data".
Signature of voucher recipient: (or finger print if illiterate)
Name of voucher recipient: CHEUNG, CHING YI
Hong Kong Identity Card No.: L000588(0)
Telephone no.: Date: 20 May 2014
Complete only if voucher recipient has mental capacity but is illiterate
This document has been read and explained to the voucher recipient in my presence.
Signature of witness:
Name of witness:
Hong Kong Identity Card No.: Date:
Complete only if voucher recipient is mentally incapacitated
Signature of guardian:
Name of guardian:
Hong Kong Identity Card No.: Date:
Personal data are limited to Hong Kong Identity Card Number, name (in English and Chinese), date of birth and date of issue of Hong Kong Identity Card.
(Please tear off along the dotted line)
Notice on Use of Health Care Voucher
To: CHEUNG, CHING YI
Health Care Provider visited: SHUM, WOON WO
Date of visit: 20 May 2014
Available voucher amount in your account before the visit: HK$ 3,000
Voucher amount claimed for the visit: HK$ 160
Remaining voucher amount for use: HK$ 2,840
(No signature is required as this part is a computer generated notification.)
DH_HCV103(07/14)
Print on 2014/05/20 10:12

Fig 7.2.3-5 Print Consent - Condensed Version

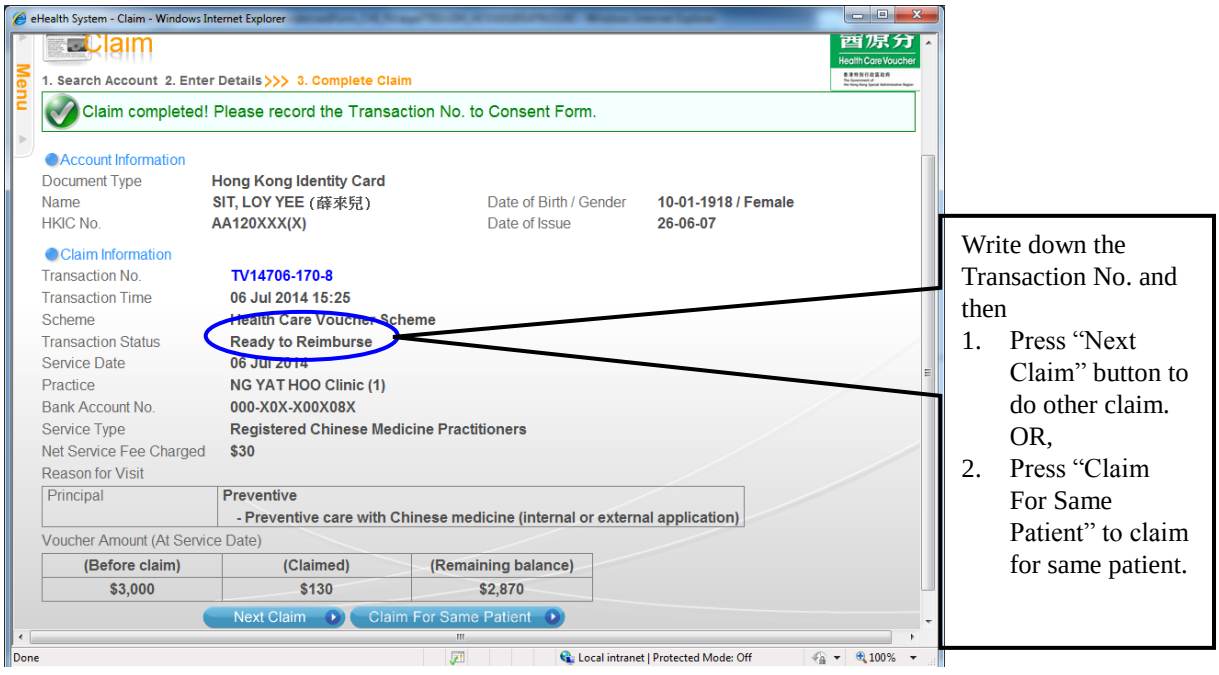

eHealth System - Claim - Windows Internet Explorer
Claim
Menu
1. Search Account 2. Enter Details >>> 3. Complete Claim
Claim completed! Please record the Transaction No. to Consent Form.
Account Information
Document Type Hong Kong Identity Card
Name SIT, LOY YEE (薛來兒)
HKIC No. AA120XXX(X)
Date of Birth / Gender 10-01-1918 / Female
Date of Issue 26-06-07
Claim Information
Transaction No. TV14706-170-8
Transaction Time 06 Jul 2014 15:25
Scheme Health Care Voucher Scheme
Transaction Status Ready to Reimburse
Service Date 06 Jul 2014
Practice NG YAT HOO Clinic (1)
Bank Account No. 000-X0X-X00X08X
Service Type Registered Chinese Medicine Practitioners
Net Service Fee Charged $30
Reason for Visit
Principal
Preventive
- Preventive care with Chinese medicine (internal or external application)
Voucher Amount (At Service Date)
(Before claim) $3,000
(Claimed) $130
(Remaining balance) $2,870
Next Claim
Claim For Same Patient
Done
Local intranet | Protected Mode: Off
100%
Write down the Transaction No. and then
1. Press "Next Claim" button to do other claim. OR,
2. Press "Claim For Same Patient" to claim for same patient.

Fig 7.2.3-6 Complete Claim

7.2.4 Using Smart ID Card to search and create temporary eHealth account

If the patient is a holder of HKIC, you can opt to read the specified personal data from the Smart ID Card.

a. In the Search Account page, select document type of 'Hong Kong Identity Card' (Fig 7.2.4-1)

b. Click "Read Card and Search" button. (Fig 7.2.4-2) Ask the HKIC holder to insert the card into the card reader himself.

c. Press the "Confirm" button in confirm page (Fig 7.2.4-3)

d. Wait the status bar to finish reading the Smart ID Card (Fig 7.2.4-4). When the status bar reaches 100%, the HKIC can be removed from the card reader. (Fig 7.2.4-5)

e. If there is validated eHealth account for the patient, the account information will be displayed in the "Enter Details" page of the Claim. You may then enter the claim details.

f. If there is no eHealth account for the patient, system will indicate that there is no record of this account, you may click "Create Account" button to create a temporary eHealth account. (Fig 7.2.4-6)

- The system will display the specified personal data in the "Confirm Account" page. Select "Gender", tick "I declare that the information…" checkbox, and click "Confirm" button. (Fig 7.2.4-7)
- The temporary eHealth Account has been created successfully. (Fig 7.2.4-8)
- You may press 'Proceed to Claim' button to enter the claim details.

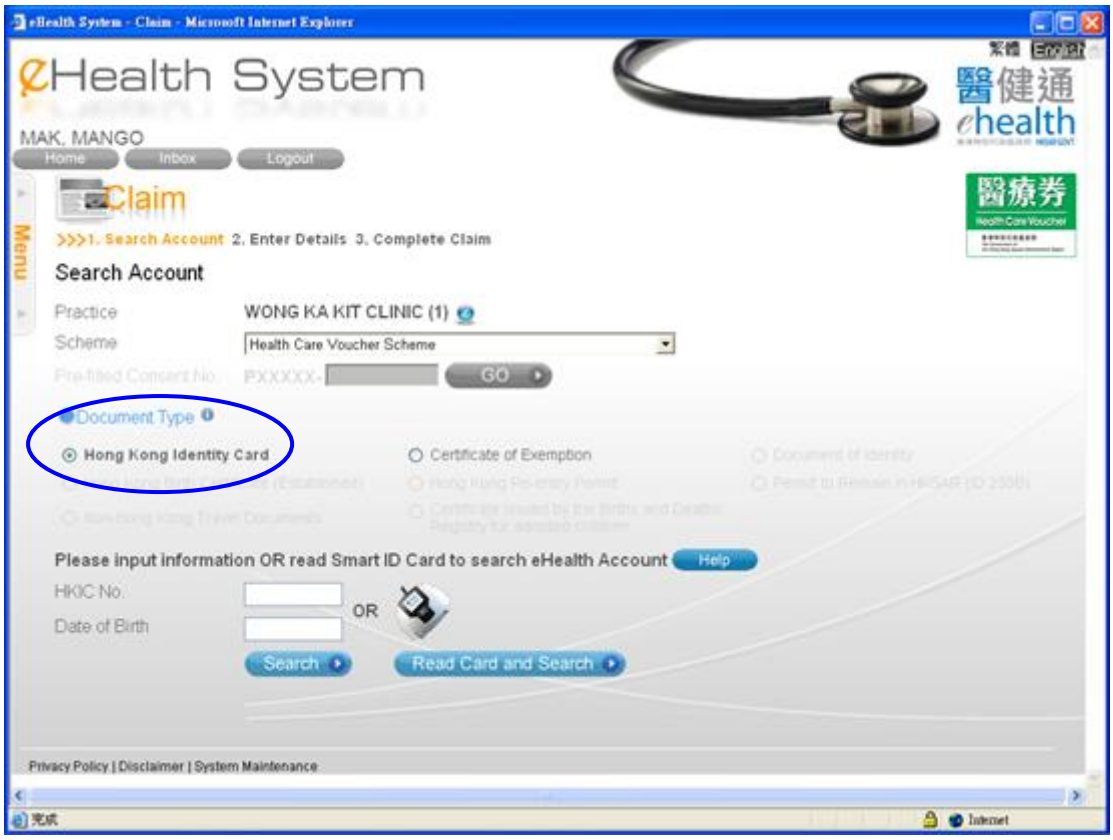


Fig 7.2.4-1 Search Account page.

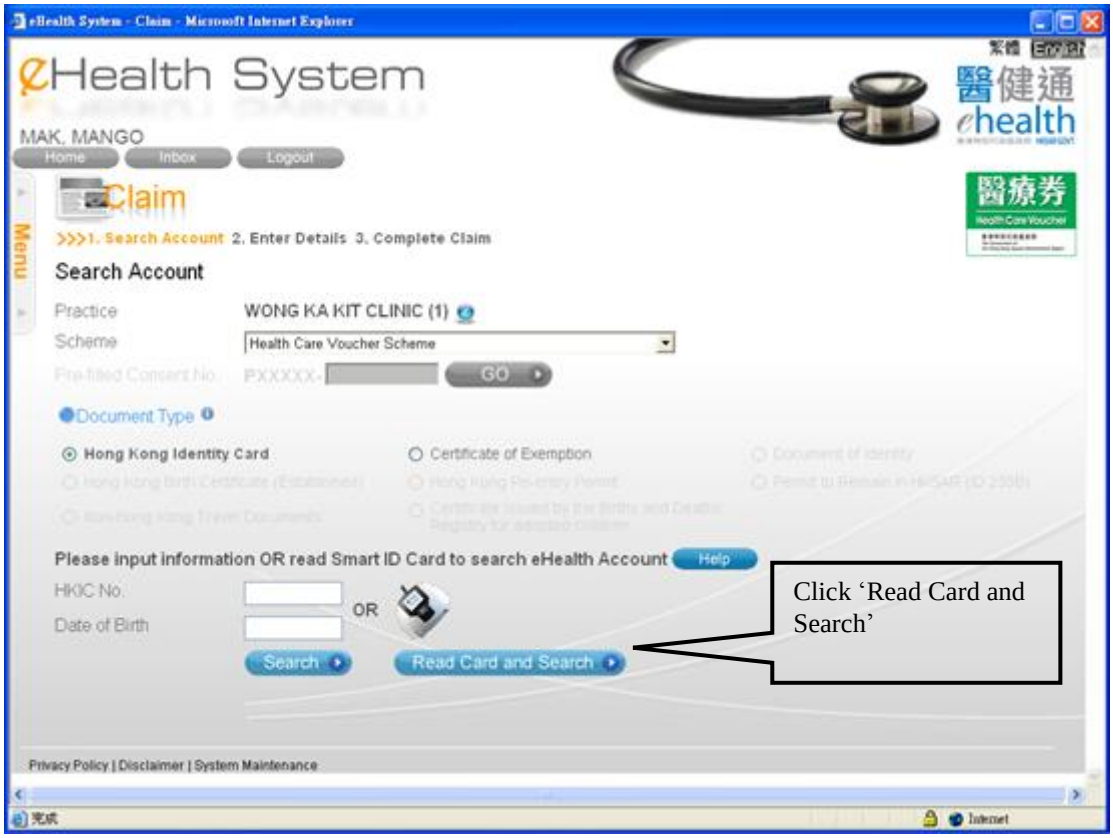


Fig 7.2.4-2 Use HKIC to search service user.

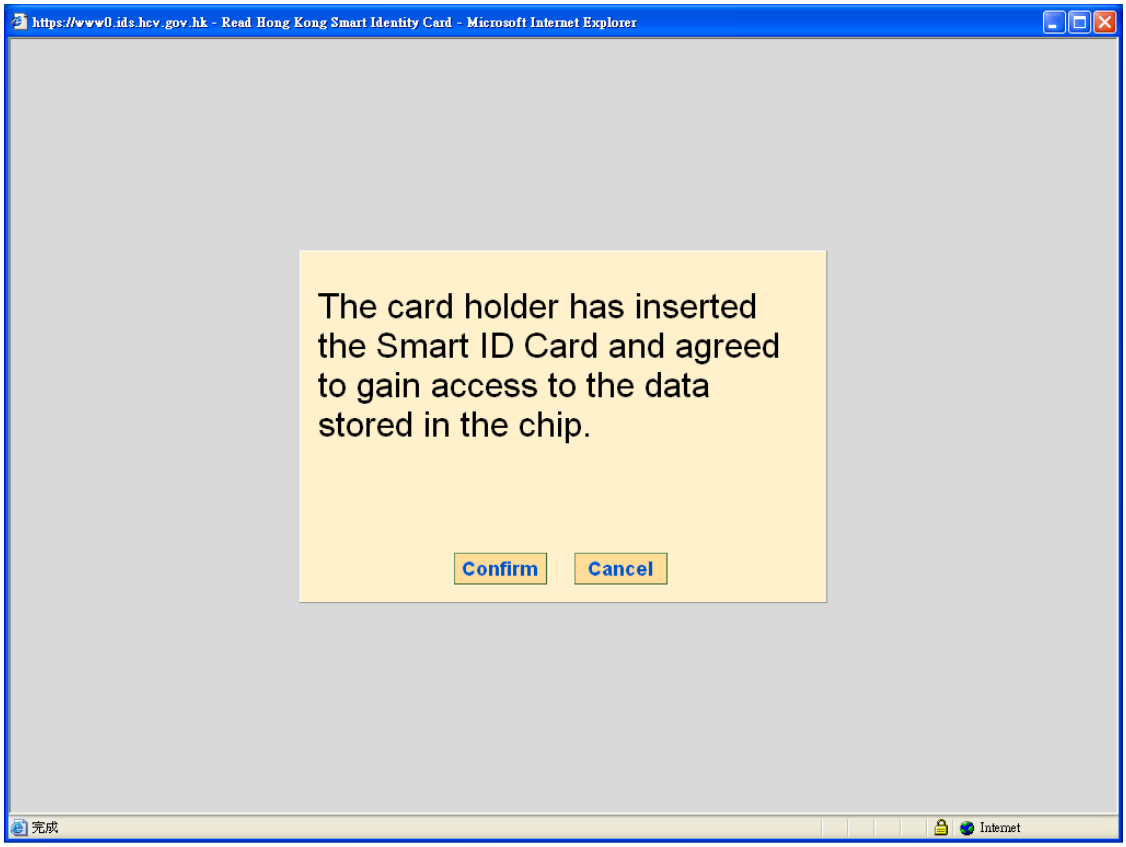

https://www0.ids.hcv.gov.hk - Read Hong Kong Smart Identity Card - Microsoft Internet Explorer
The card holder has inserted the Smart ID Card and agreed to gain access to the data stored in the chip.
Confirm
Cancel

Fig 7.2.4-3 Confirm page.

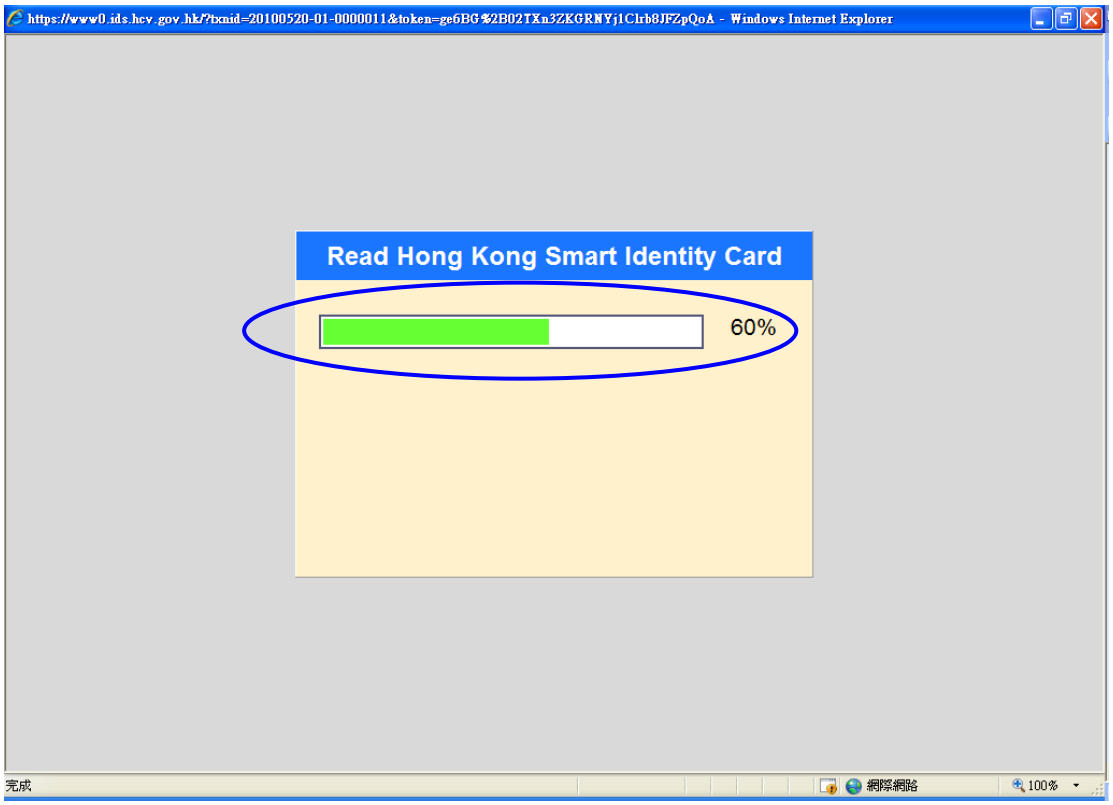


Fig 7.2.4-4 Read Hong Kong Smart Identity Card page

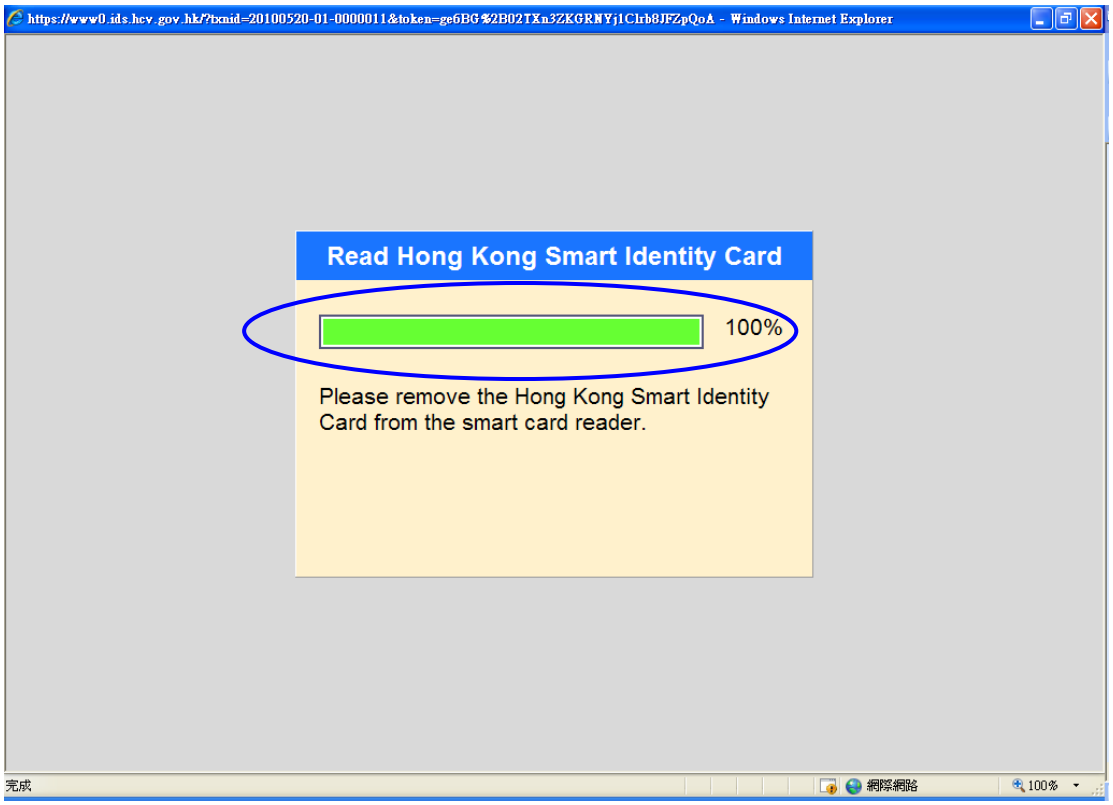

https://www0.ids.hcv.gov.hk/?txnid=20100520-01-0000011&token=ge6BG%2B02TXn3ZKGRNYj1Clrb8JFZpQoA - Windows Internet Explorer
Read Hong Kong Smart Identity Card
100%
Please remove the Hong Kong Smart Identity Card from the smart card reader.
完成
網際網路
100%

Fig 7.2.4-5 Remove Hong Kong Smart Identity Card

eHealth System - Claim - Windows Internet Explorer
eHealth System
MAK, MANGO
Home
Inbox
Logout
Claim
>>>1. Search Account 2. Enter Details 3. Complete Claim
>>>1a. Get Consent 1b. Enter Details 1c. Complete Creation
Temporary eHealth Account Creation
Search Information
Document Type Hong Kong Identity Card
HKIC No. L000203(0)
There is no record of this account. Please obtain consent from the applicant to provide personal information to create a temporary account.
Cancel
Create Account
Click 'Create Account'
Privacy Policy | Disclaimer | System Maintenance

Fig 7.2.4-6 Create account

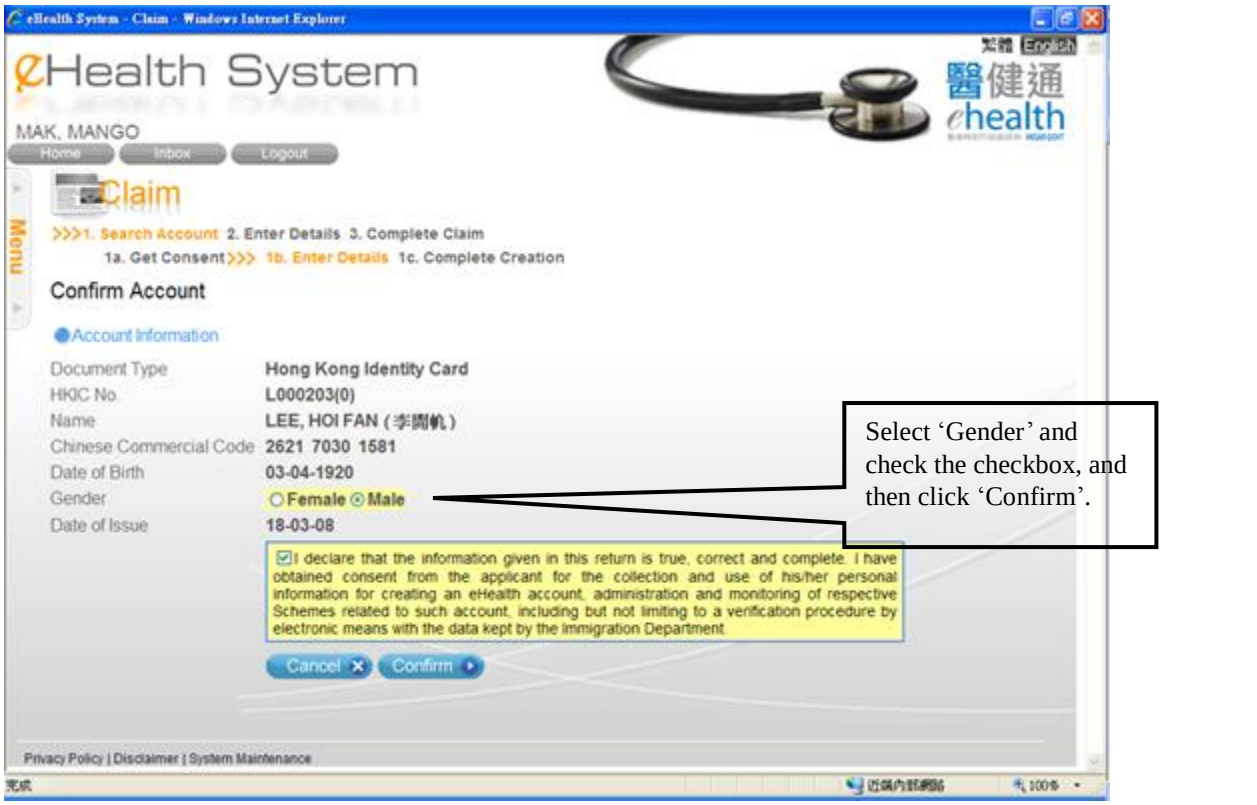

eHealth System - Claim - Windows Internet Explorer
eHealth System
MAK, MANGO
Home
Inbox
Logout
Claim
>>>1. Search Account 2. Enter Details 3. Complete Claim
1a. Get Consent>>> 1b. Enter Details 1c. Complete Creation
Confirm Account
Account Information
Document Type Hong Kong Identity Card
HKIC No. L000203(0)
Name LEE, HOI FAN (李開帆)
Chinese Commercial Code 2621 7030 1581
Date of Birth 03-04-1920
Gender Female Male
Date of Issue 18-03-08
I declare that the information given in this return is true, correct and complete. I have obtained consent from the applicant for the collection and use of his/her personal information for creating an eHealth account, administration and monitoring of respective Schemes related to such account, including but not limiting to a verification procedure by electronic means with the data kept by the Immigration Department.
Cancel
Confirm
Select 'Gender' and check the checkbox, and then click 'Confirm'.
Privacy Policy | Disclaimer | System Maintenance

Fig 7.2.4-7 Confirm account

Fig 7.2.4-8 Temporary eHealth account has been created successfully.

7.3 Record Confirmation by Service Provider

Service provider must confirm the claim transactions and temporary eHealth accounts created by data entry account, otherwise, the claims for the temporary eHealth accounts cannot be reimbursed.

7.3.1 Confirm claim transaction

a. In the menu, click the menu item ‘Record Confirmation’ or pressing ‘Go’ besides the task list of ‘List of claims pending confirmation’. (Fig. 7.3.1-1)
   - The no. of outstanding records is shown under the List for reference.
   - By pressing ‘Go’, the system will automatically retrieve the outstanding records to display in the result list. (i.e. go directly to step (e))

b. In the page ‘Record Confirmation’, select the radio button of ‘Claim Transaction’ for the ‘Confirmation Type’. (Fig. 7.3.1-2)

c. If you check ‘Include “Incomplete” Claims’, incomplete claims will be shown. This flexibility in capturing claim data only applies to HCVS.

d. Then input the selection criteria of Cut-off Date, Practice, Data Entry Account and

Scheme.

- Cut-off Date is defaulted to today. You can input another date or press the calendar to select another date.

e. Press 'Search'. A result list is shown. (Fig. 7.3.1-3)
   - You can sort the result list by pressing the column header.
   - The total no. of retrieved records is shown in the footer.
   - You can navigate among pages by pressing the page no. shown on the footer.
   - You can press the in the header to view the supporting information of that column.
   - You can press the transaction no. to view the transaction details.
   - For the incomplete claim, you can press the transaction no. to input the outstanding information. If all the outstanding information is inputted, the claim will be confirmed automatically.
   - If you check 'Include "Incomplete" Claims', incomplete claims will be shown.

f. Select the transaction by clicking the checkbox of the row.
   - You may select all records in the current page of the result list by clicking the checkbox in the header.

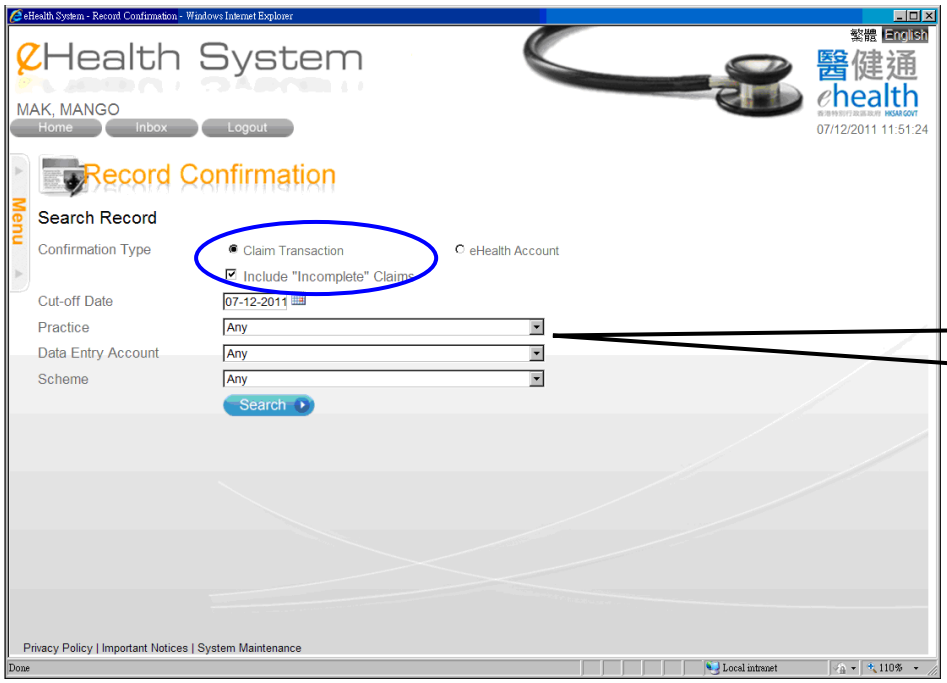
g. Click 'Confirm Selected' to confirm the selected claim(s). A page showing the selected claim transaction(s). (Fig. 7.3.1-4)

h. Click the checkbox 'I hereby confirm that I have rendered health care …..' to confirm the details. The 'Confirm' button is enabled after the checkbox is clicked.

i. Press 'Confirm' button to reconfirm the action. A message to show the claim confirmation is completed should be shown. (Fig. 7.3.1-5)
   - The corresponding temporary eHealth account for the claim will also be confirmed automatically.

j. Press 'Return' to go back the 'Record Confirmation' page.

Fig 7.3.1-1 Home Page



Input the selection criteria and press "Search" button.

Fig 7.3.1-2 Record confirmation – Search Claim Transaction

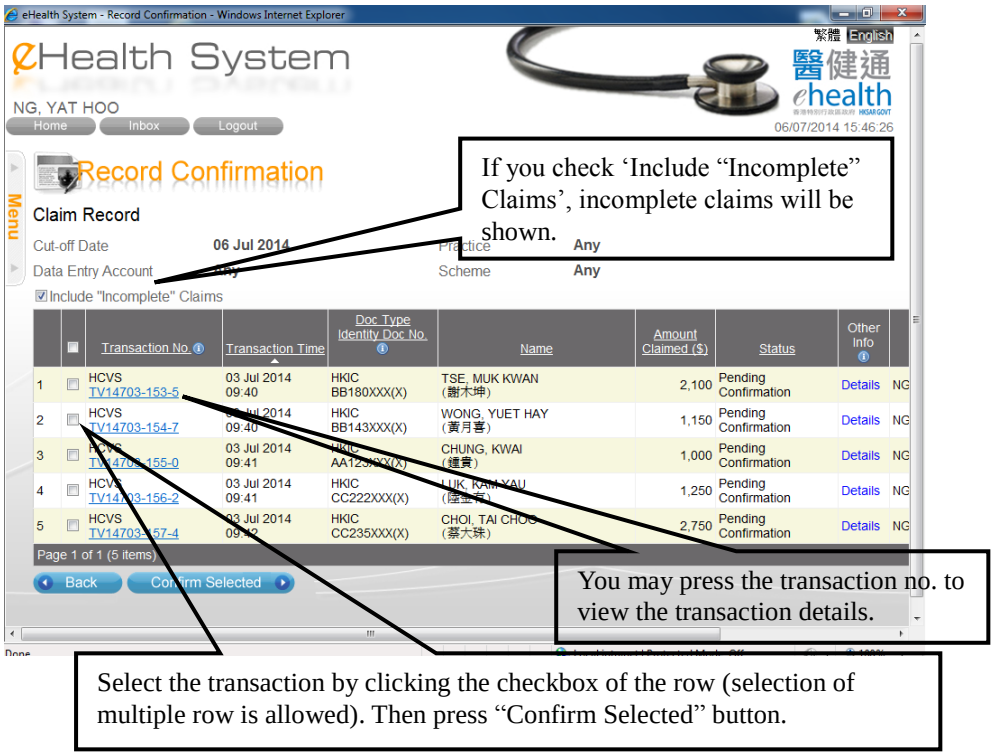

eHealth System - Record Confirmation - Windows Internet Explorer
eHealth System
NG, YAT HOO
Home
Inbox
Logout
06/07/2014 15:46:26
Record Confirmation
Claim Record
Cut-off Date 06 Jul 2014
Data Entry Account
Practice Any
Scheme Any
Include "Incomplete" Claims
Transaction No.
Transaction Time
Doc Type Identity Doc No.
Name
Amount Claimed ($)
Status
Other Info
1 HCVS TV14703-153-5 03 Jul 2014 09:40 HKIC BB180XXX(X) TSE, MUK KWAN (謝木坤) 2,100 Pending Confirmation Details NG
2 HCVS TV14703-154-7 03 Jul 2014 09:40 HKIC BB143XXX(X) WONG, YUET HAY (黃月喜) 1,150 Pending Confirmation Details NG
3 HCVS TV14703-155-0 03 Jul 2014 09:41 HKIC AA123XXX(X) CHUNG, KWAI (鍾貴) 1,000 Pending Confirmation Details NG
4 HCVS TV14703-156-2 03 Jul 2014 09:41 HKIC CC222XXX(X) LUK, KAM YAU (陸金有) 1,250 Pending Confirmation Details NG
5 HCVS TV14703-157-4 03 Jul 2014 09:42 HKIC CC235XXX(X) CHOI, TAI CHOO (蔡大珠) 2,750 Pending Confirmation Details NG
Page 1 of 1 (5 items)
Back
Confirm Selected
If you check 'Include "Incomplete" Claims', incomplete claims will be shown.
You may press the transaction no. to view the transaction details.
Select the transaction by clicking the checkbox of the row (selection of multiple row is allowed). Then press "Confirm Selected" button.

Fig 7.3.1-3 Claim Record

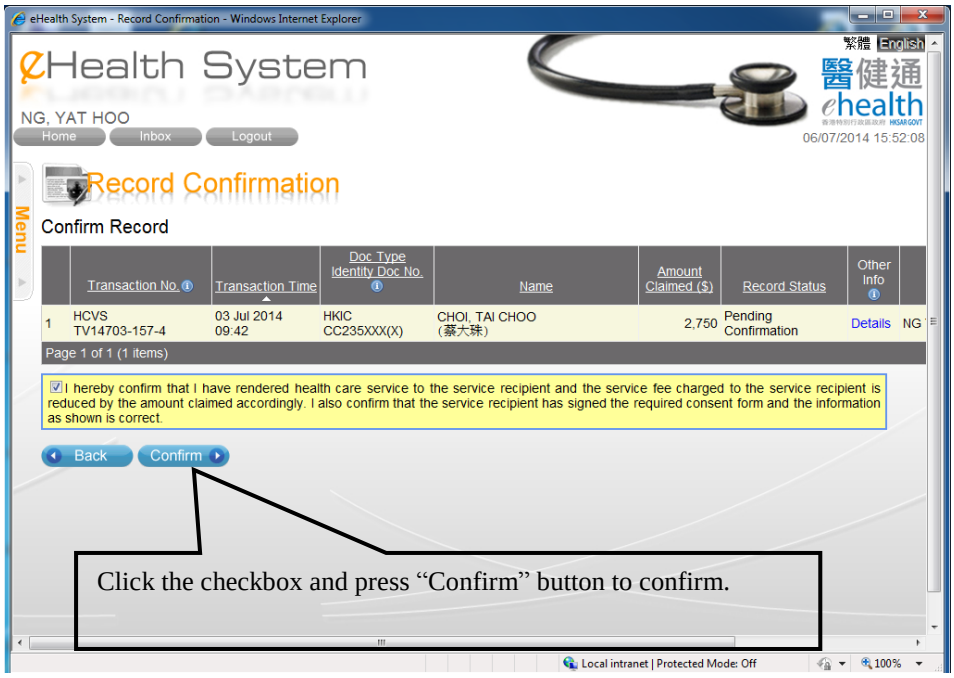

eHealth System - Record Confirmation - Windows Internet Explorer
eHealth System
NG, YAT HOO
Home
Inbox
Logout
06/07/2014 15:52:08
Record Confirmation
Confirm Record
Transaction No.
Transaction Time
Doc Type Identity Doc No.
Name
Amount Claimed ($)
Record Status
Other Info
1 HCVS TV14703-157-4 03 Jul 2014 09:42 HKIC CC235XXX(X) CHOI, TAI CHOO (蔡大珠) 2,750 Pending Confirmation Details NG
Page 1 of 1 (1 items)
I hereby confirm that I have rendered health care service to the service recipient and the service fee charged to the service recipient is reduced by the amount claimed accordingly. I also confirm that the service recipient has signed the required consent form and the information as shown is correct.
Back
Confirm
Click the checkbox and press "Confirm" button to confirm.

Fig 7.3.1-4 Confirm Record

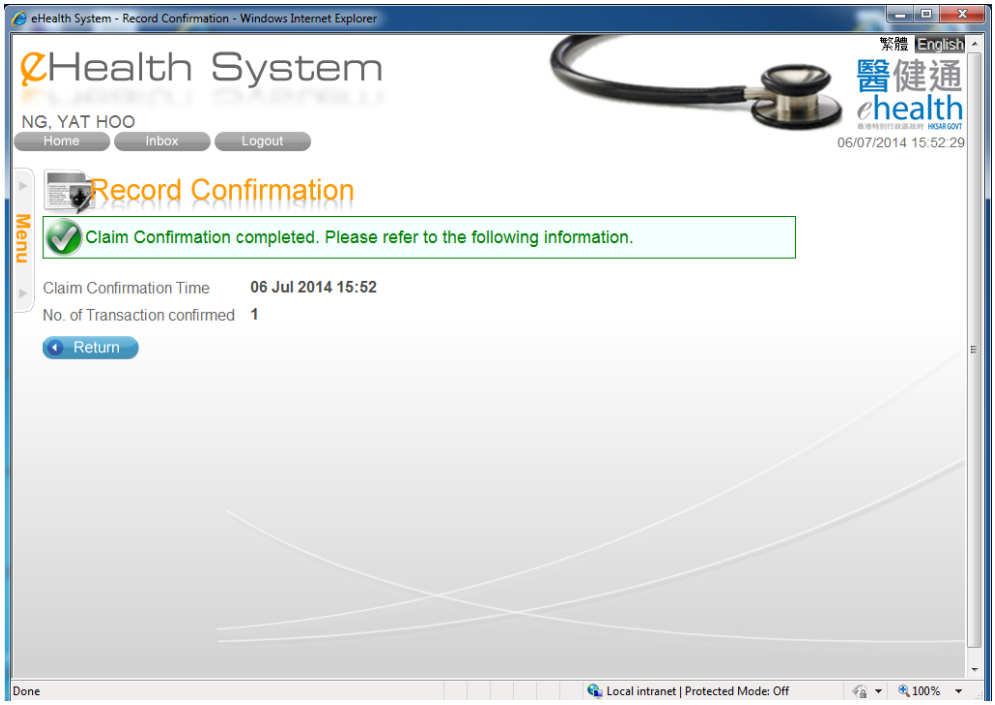


Fig 7.3.1-5 Claim Confirmation Complete

7.3.2 Confirm temporary eHealth account

a. In the menu, click the menu item ‘Record Confirmation’ or pressing ‘Go’ besides the task list of ‘List of Outstanding Temporary eHealth Account Pending Confirmation’.(Fig. 7.3.2-1)
   - The no. of pending confirmation records is shown under the List for reference.
   - By pressing ‘Go’, the system will automatically retrieve the outstanding records to display in the result list. (i.e. go directly to step (e))

b. In the page ‘Record Confirmation’, select the radio button of ‘eHealth Account’ for the ‘Confirmation Type’. (Fig. 7.3.2-2)

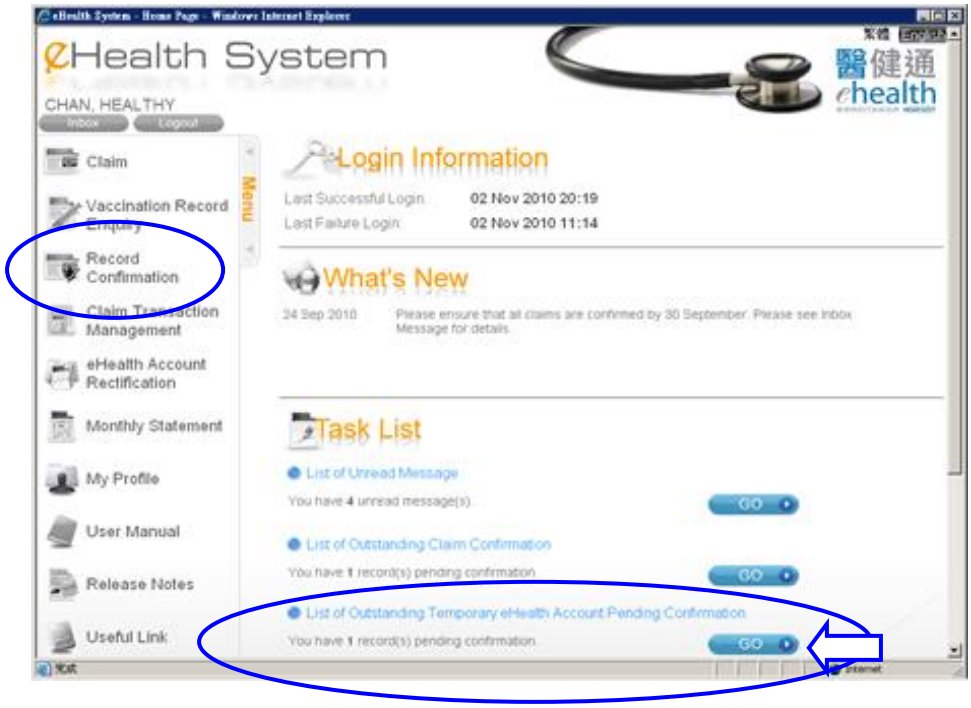
c. Input the selection criteria of Cut-off Date, Practice, Data Entry Account and Scheme.
   - Cut-off Date is defaulted to today. You can input another date or press the calendar to select another date.

d. Press ‘Search’. A result list is shown. (Fig. 7.3.2-3)
   - You can sort the result list by pressing the column header.
   - The total no. of retrieved records is shown in the footer.
   - You can navigate among pages by pressing the page no. shown on the footer.
   - You can press the in the header to view the supporting information of that

column.

e. The remaining steps are similar to the steps (e) to (i) of ‘Confirm claim transaction’ in section 7.3.1. (Fig. 7.3.2-4 and 7.3.2-5)

After confirmation, the temporary eHealth accounts are ready to validate with Immigration Department. If the validation is completed successfully, the temporary eHealth accounts will become validated eHealth accounts and the related claims, if any, can be reimbursed. If the validation failed, the temporary eHelath account will be marked as ‘Validation Failed’ and service provider is required to rectify the incorrect information.



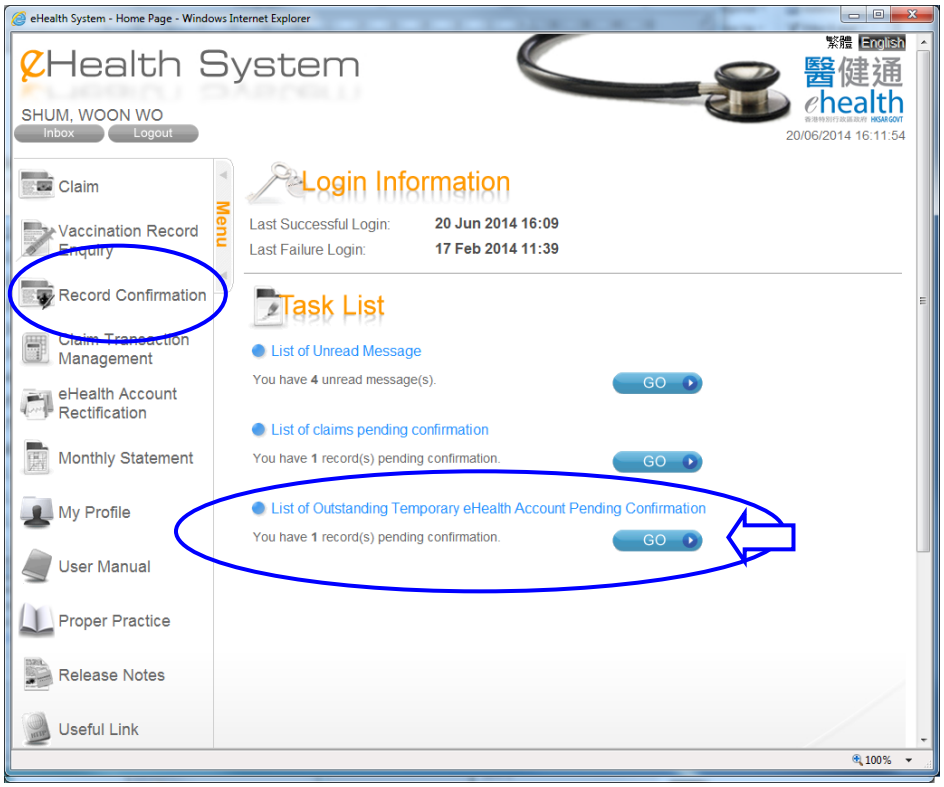


Fig. 7.3.2-1 Home Page

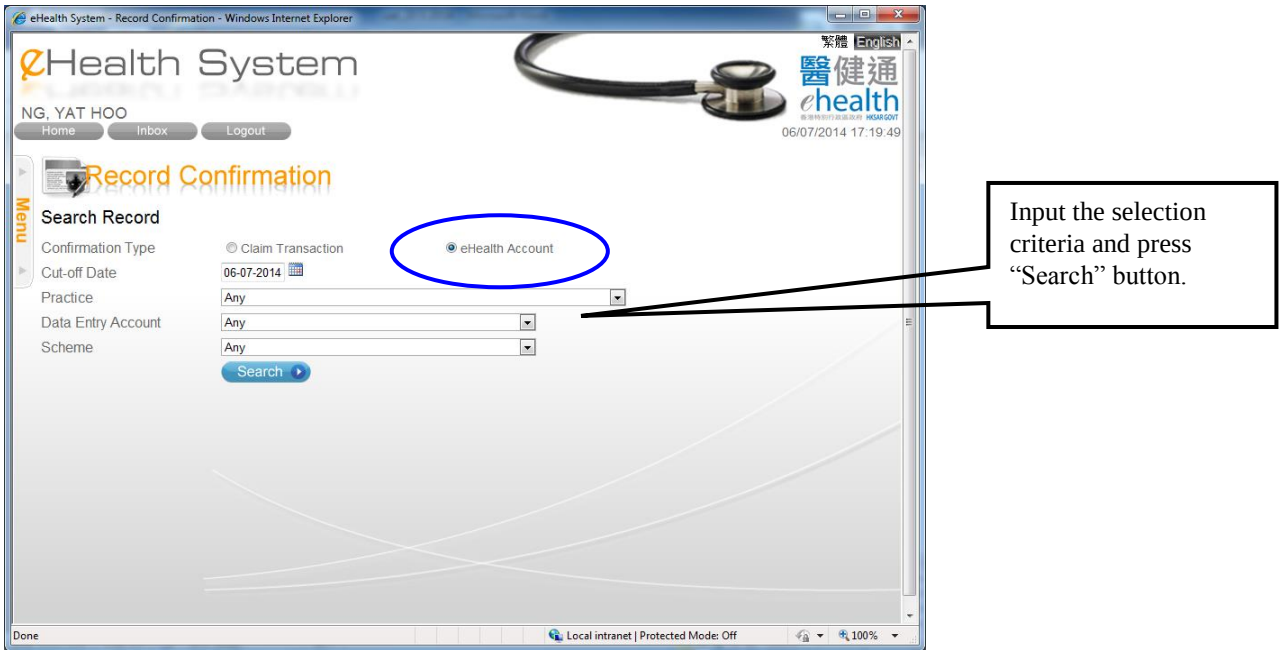


Fig. 7.3.2-2 Record Confirmation - Search Temporary eHealth Account

eHealth System - Record Confirmation - Windows Internet Explorer
eHealth System
CHAN, HEALTHY
Home
Inbox
Logout
Record Confirmation
Temporary eHealth Account Record
Cut-off Date 17 Feb 2010
Practice Any
Data Entry Account Any
Scheme Any
Scheme
Document Type
Identity Document No.
Date of Issue
Name
Date of Birth
Gender
Creation Time
Name of Pra
1 HCVS HKIC UP815023(3) 15-11-2005 CHEUNG, MOW CHAI (張毛仔) 09-1922 Female 29 Dec 2008 10:41 MEDICAL Clinic
2 HCVS HKIC UP815165(5) 05-05-2005 CHAN, KIM LAN (陳劍蘭) 05-1920 Male 22 Jan 2009 15:55 MEDICAL Clinic
3 HCVS HKIC B222222(7) 01-01-2001 WONG, LO PAK (王老柏) 30-12-1931 Male 17 Feb 2010 19:22 MEDICAL Clinic
Page 1 of 1 (3 items)
Back
Confirm Selected
Reject Selected
Privacy Policy | Disclaimer | System Maintenance
Select the transaction by clicking the checkbox of the row. Then press "Confirm Selected" button.

Fig. 7.3.2-3 Search Result

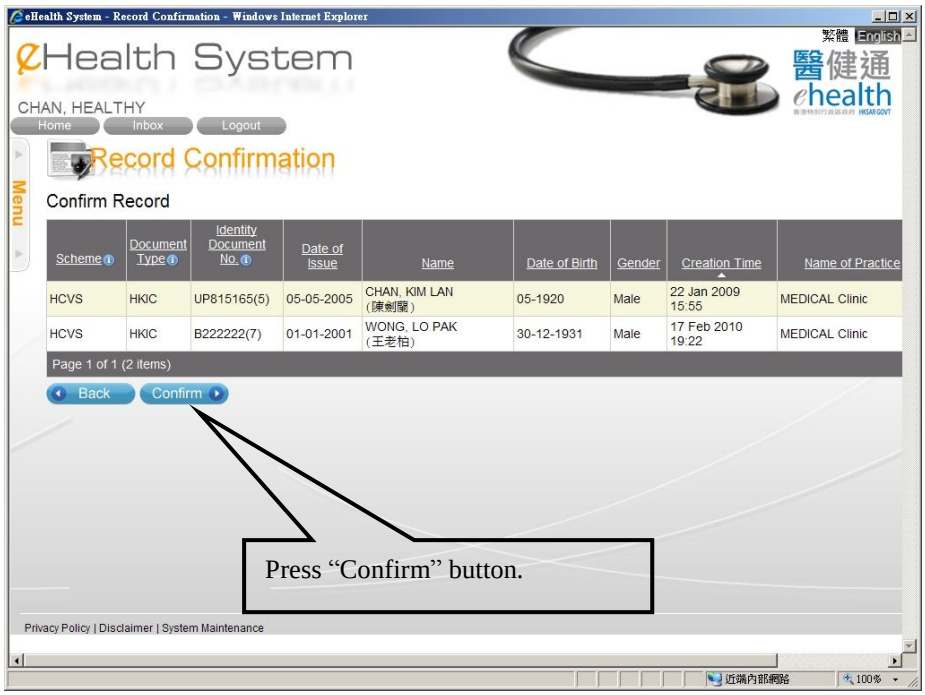


Fig. 7.3.2-4 Confirm record

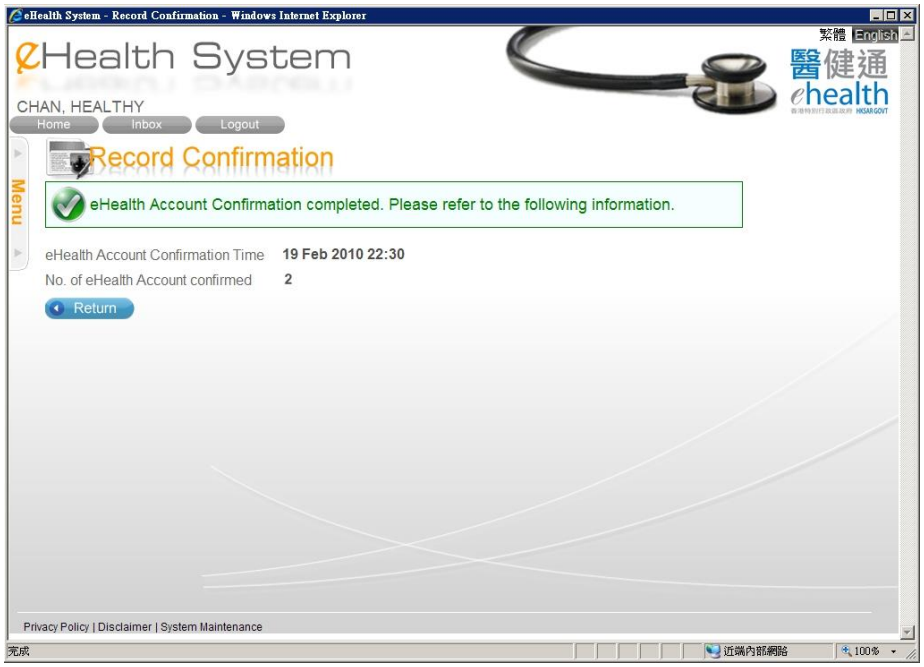


Fig. 7.3.2-5 Completion of confirmation

7.4 Rectify Temporary eHealth Account with failed validation result

All temporary eHealth accounts are validated with the Immigration Department before becoming validated eHealth accounts. If a temporary eHealth account cannot pass the validation, service provider should verify the details with the service recipient and use 'eHelath Account Rectification' to rectify temporary account details. The rectified temporary eHealth account will be passed to Immigration Department for validation again. If there is claim using temporary eHealth account created by other service provider but with failed validation result, the service provider can choose to modify the details with creation of another temporary eHealth account for the claim.

The system will notify the service provider to rectify the temporary account by:

- sending a message with subject of 'Notice to rectify details in eHealth account' to Inbox;
- showing a task list of "List of Outstanding Temporary eHealth Account Pending Rectification" under 'Task List' in Home page.

Different reminders will be created to the service provider to remind about the un-rectified temporary account in different period. A summary of different reminders is in Appendix 5. Ultimately, if the temporary eHealth account has been outstanding for 29 days, the Scheme Administrator may remove the account and void the related claim(s), if any.

a. In the menu, click the menu item 'eHealth Account Rectification' or pressing 'Go' besides the task list of 'List of Outstanding Temporary eHealth Account Pending Rectification' in Home Page. (Fig. 7.4-1) The page of 'eHealth Account Rectification' is shown. (Fig. 7.4-2)
   - By pressing the 'Go', the system will automatically retrieve the outstanding records to place in the result list. (go directly to step (d))

b. Select 'Validation Failed' from the eHealth Account Rectification List.

c. Press 'Search'. A result list is shown. (Fig. 7.4-3)
   - If the temporary account is created without any claim, the 'Transaction No.' will be 'N/A'.

d. Select the corresponding temporary account by pressing the Identity Document No.. The details of temporary eHealth account are shown.
   - The details of a temporary account can only be rectified by the service provider who owns the practice where the account was created (please refer to step (e) below).
   - If the temporary account is created by other service providers, you can modify the details with creation of another temporary eHealth account for the claim (please refer to step (i) below).
   - The system will check the eligibility of the rectified account information. (Fig. 7.4-13)
   - If the temporary account with claim transaction, and the rectification will affect the substance of the existing claim transaction, the rectification is thus not allowed. (Fig. 7.4-14)
   - If the temporary account is a holder of HKIC, you can update the respective personal information by reading the Smart ID Card.
   - However, once a temporary account was created through reading Smart ID Card, its personal information (except gender) can only be rectified through reading Smart ID Card.

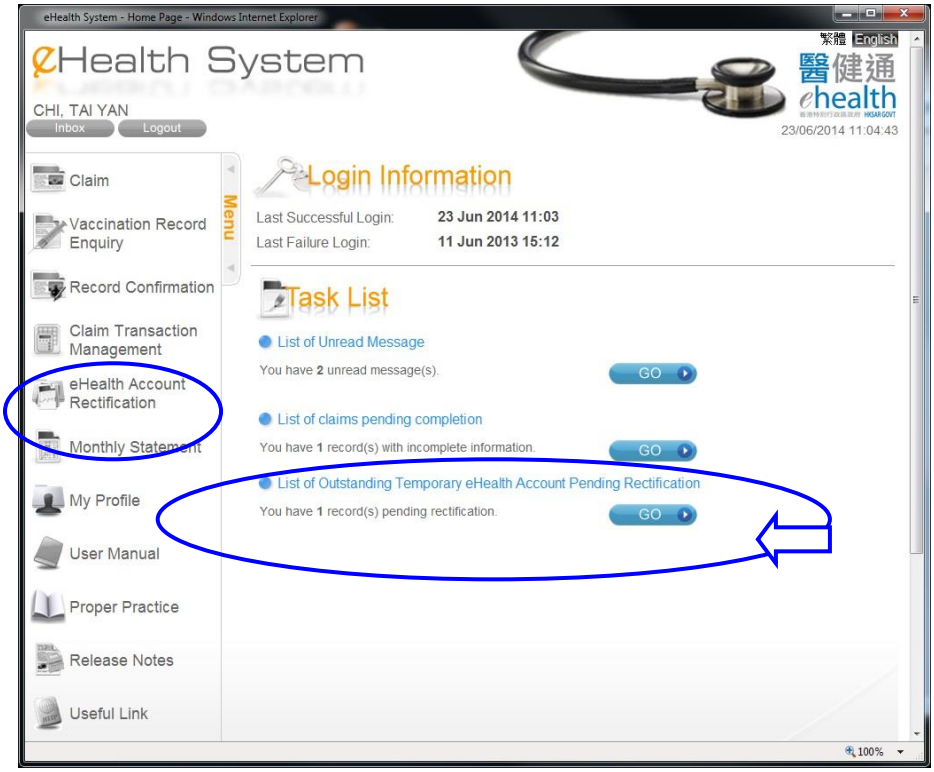


Fig 7.4-1 Home Page

Select the status of "Validation Failed" and press "Search" button.

Fig 7.4-2 Search Temporary eHealth Account

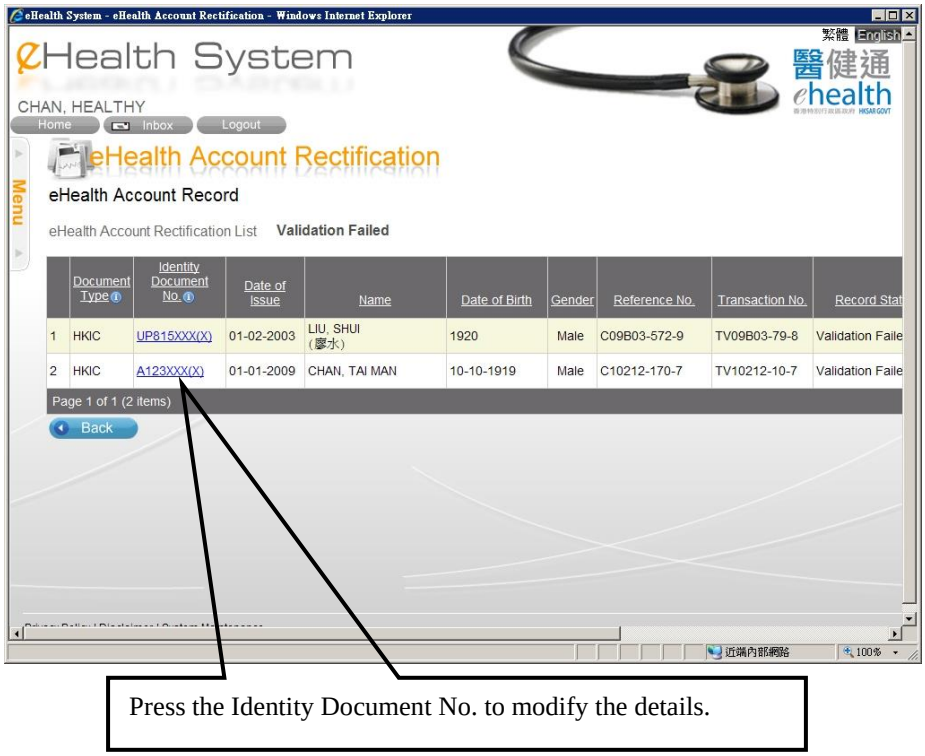


Fig 7.4-3 Temporary eHealth Account Record

Temporary eHealth account created under your practice:

e. Buttons ‘Back’, ‘Save’ and ‘Remove’/‘View Transaction’ are shown. If the temporary account has claim, the ‘View Transaction’ button will be displayed instead of ‘Remove’ button. (Fig 7.4.-4)
   - ➢ You can press ‘Back’ to cancel the rectification.
   - ➢ You may press “View Transaction” button to view and void the temporary eHealth account and the related transaction.
   - ➢ You may press ’Remove’ button to remove the temporary account if he/she does not have any claim.
   - ➢ You may press ‘Save’ button to save the change.

f. Rectify the temporary account information and press ‘Save’ after information is rectified.

g. Press ‘Confirm’ to confirm the rectification (Fig. 7.4-5). Rectification is completed.

h. Press ‘Return’ to go back to ‘eHealth Account Rectification’ page. (Fig. 7.4-6)

Fig 7.4-4 Rectify eHealth Account Information

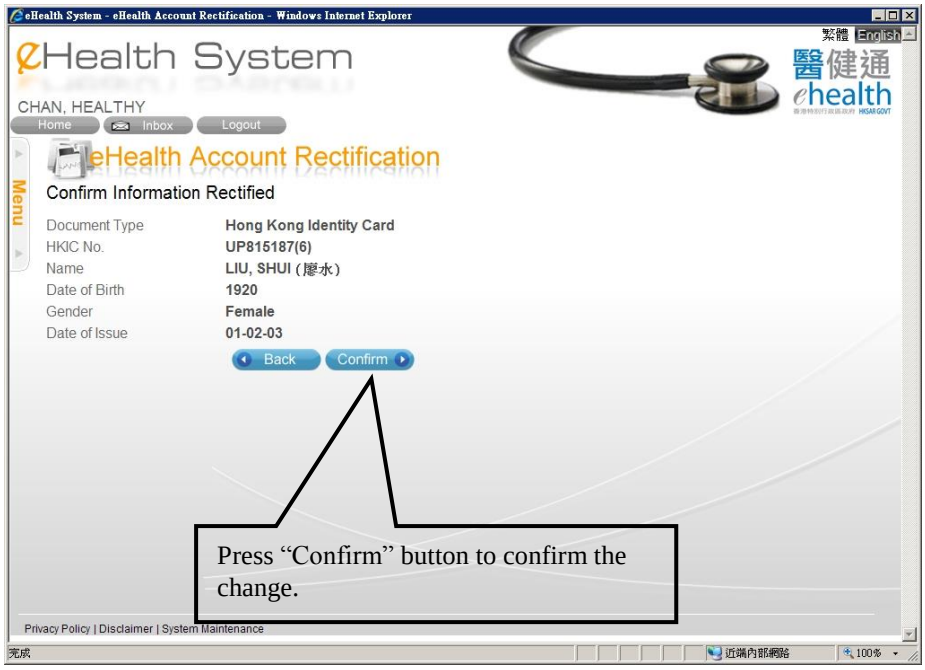


Fig 7.4-5 Confirm Information Rectified

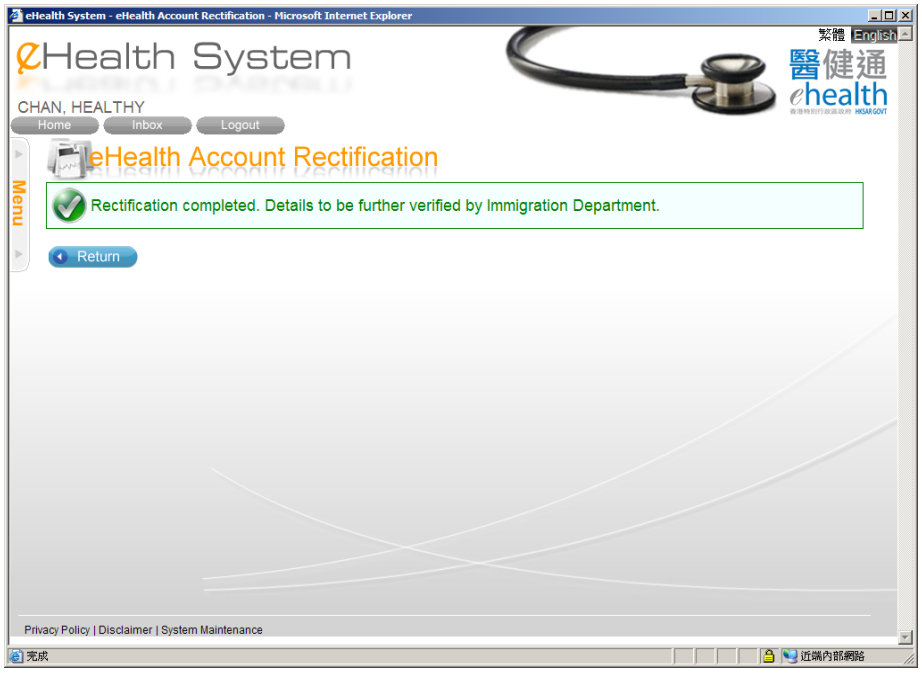


Fig 7.4-6 Completion

Temporary eHealth account created through other service provider:

i. The buttons ‘Back’, ‘Modify’ and ‘Remove’ /‘View Transaction’ are shown. If the temporary account has claim, the ‘View Transaction’ button will be displayed instead of ‘Remove’ button. (Fig 7.4-7)
   - ➢ You can press ‘Back’ to cancel the rectification.
   - ➢ You may press ‘Modify’ button to modify temporary eHealth account details with creation of another temporary eHealth account for the claim.
   - ➢ You may press “View Transaction” button to view and void the temporary eHealth account and the related transaction.
   - ➢ You may press ’Remove’ button to remove the temporary account if he/she does not have any claim.

j. Press ‘Modify’ button. A pop-up window is shown to remind you that you are going to create another temporary eHealth account for the modification (Fig. 7.4-8).

k. Press ‘Yes’ button to continue.

l. If you have more than 1 practice, the system will ask you to select the practice for the creation (Fig. 7.4-9).

m. The system will copy the original temporary eHealth account details to the input screen. You can modify the information (Fig. 7.4-10). Press ‘Save’ button after the details is modified.

n. You should click the checkbox of ‘I declare…’ and press ‘Confirm’ button to confirm the creation (Fig. 7.4-11).

o. A reference no. for the newly created temporary eHealth account will be generated (Fig.

7.4-12).

p. You may press ‘Return’ to go back to ‘eHealth Account Rectification’ page.

Fig 7.4-7 Temporary eHealth Account Information

Fig 7.4-8 Popup window to remind creation of another temporary eHealth account for the modification

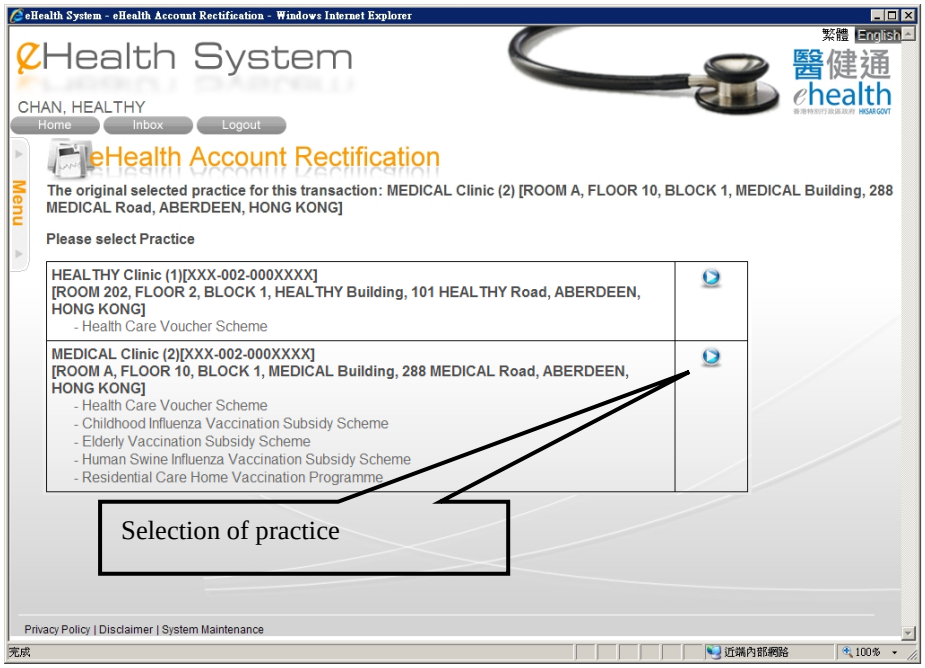

eHealth System - eHealth Account Rectification - Windows Internet Explorer
eHealth System
CHAN, HEALTHY
Home
Inbox
Logout
Menu
eHealth Account Rectification
The original selected practice for this transaction: MEDICAL Clinic (2) [ROOM A, FLOOR 10, BLOCK 1, MEDICAL Building, 288 MEDICAL Road, ABERDEEN, HONG KONG]
Please select Practice
HEALTHY Clinic (1)[XXX-002-000XXXX]
[ROOM 202, FLOOR 2, BLOCK 1, HEALTHY Building, 101 HEALTHY Road, ABERDEEN, HONG KONG]
- Health Care Voucher Scheme
MEDICAL Clinic (2)[XXX-002-000XXXX]
[ROOM A, FLOOR 10, BLOCK 1, MEDICAL Building, 288 MEDICAL Road, ABERDEEN, HONG KONG]
- Health Care Voucher Scheme
- Childhood Influenza Vaccination Subsidy Scheme
- Elderly Vaccination Subsidy Scheme
- Human Swine Influenza Vaccination Subsidy Scheme
- Residential Care Home Vaccination Programme
Selection of practice
Privacy Policy | Disclaimer | System Maintenance

Fig 7.4-9 Selection of practice

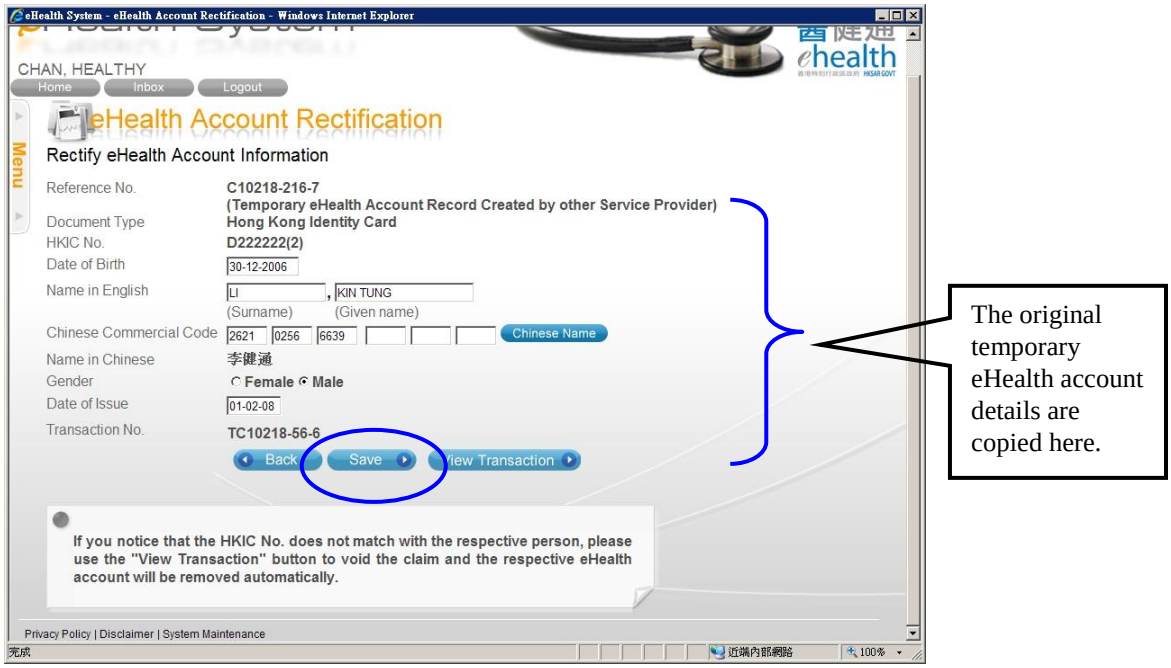

eHealth System - eHealth Account Rectification - Windows Internet Explorer
CHAN, HEALTHY
Home
Inbox
Logout
Menu
eHealth Account Rectification
Rectify eHealth Account Information
Reference No. C10218-216-7
(Temporary eHealth Account Record Created by other Service Provider)
Document Type Hong Kong Identity Card
HKIC No. D222222(2)
Date of Birth 30-12-2006
Name in English LI (Surname), KIN TUNG (Given name)
Chinese Commercial Code 2621 0256 6639 Chinese Name
Name in Chinese 李健通
Gender Female Male
Date of Issue 01-02-08
Transaction No. TC10218-56-6
Back
Save
View Transaction
If you notice that the HKIC No. does not match with the respective person, please use the "View Transaction" button to void the claim and the respective eHealth account will be removed automatically.
Privacy Policy | Disclaimer | System Maintenance
The original temporary eHealth account details are copied here.

Fig 7.4-10 Enter the new temporary eHealth account information

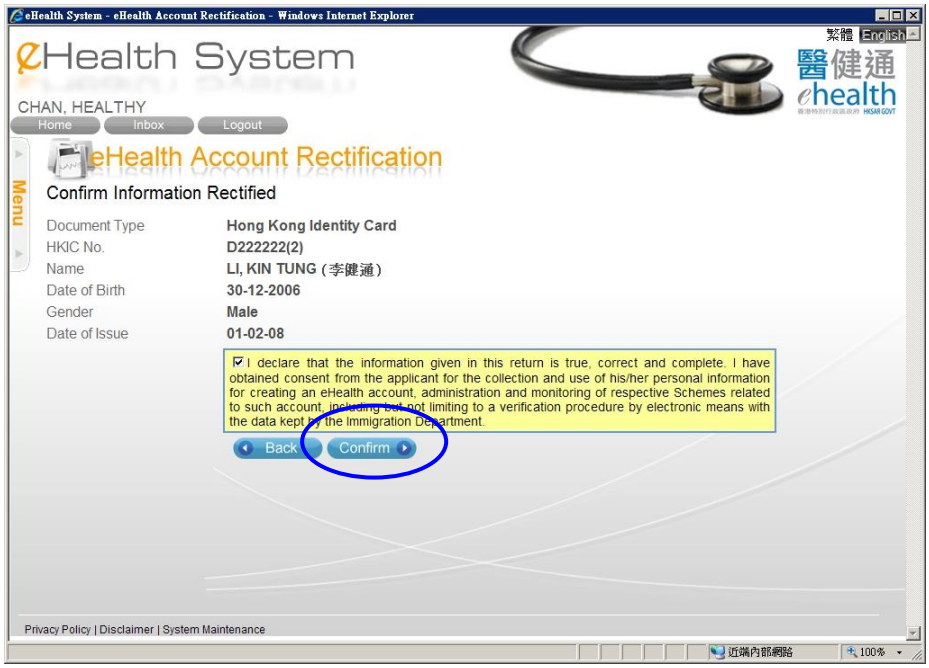

eHealth System - eHealth Account Rectification - Windows Internet Explorer
eHealth System
繁體 English
醫健通 ehealth
CHAN, HEALTHY
Home
Inbox
Logout
Menu
eHealth Account Rectification
Confirm Information Rectified
Document Type Hong Kong Identity Card
HKIC No. D222222(2)
Name LI, KIN TUNG (李健通)
Date of Birth 30-12-2006
Gender Male
Date of Issue 01-02-08
I declare that the information given in this return is true, correct and complete. I have obtained consent from the applicant for the collection and use of his/her personal information for creating an eHealth account, administration and monitoring of respective Schemes related to such account, including but not limiting to a verification procedure by electronic means with the data kept by the Immigration Department.
Back
Confirm
Privacy Policy | Disclaimer | System Maintenance

Fig 7.4-11 Confirm Input

Fig 7.4-12 Completion

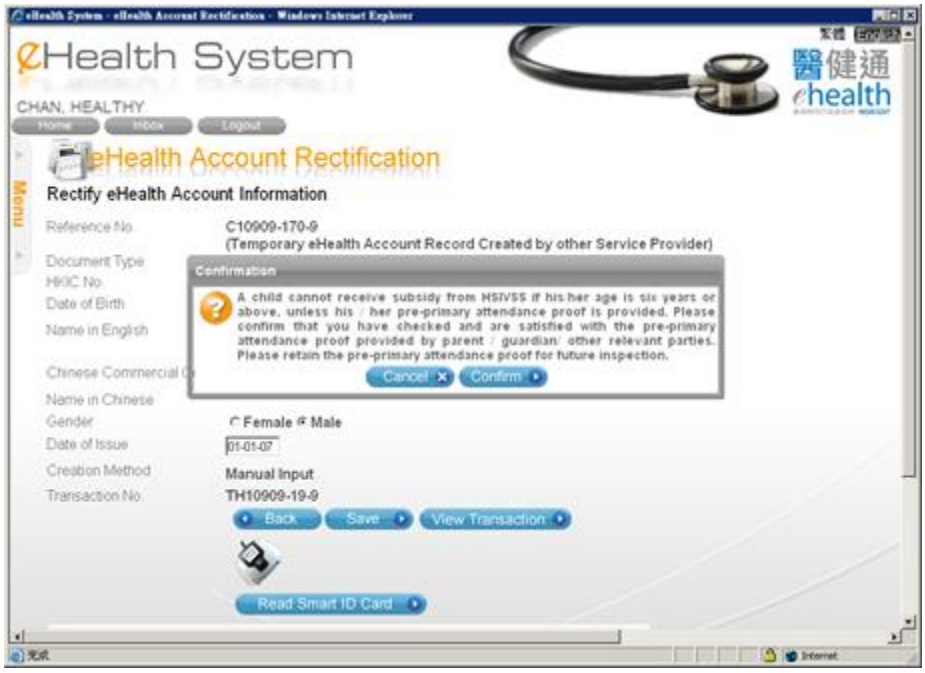


Fig. 7.4-13 eHealth Account Rectification - Check for eligibility (Remind service provider the rectified account requires the pre-primary attendance proof)

Fig. 7.4-14 eHealth Account Rectification – Check for eligibility against existing claim transaction

7.5 Modify temporary eHealth account details

Data entry account and Service Provider can modify temporary eHealth account details by using the 'eHealth Account Rectification'. The steps are similar to steps in section 7.4 'Rectify temporary eHealth account with failed validation result'. Data entry account is restricted to modify his own created temporary eHealth accounts before confirmation by service provider.

a. In the menu, click the menu item 'eHealth Account Rectification'. (Fig. 7.5-1) The corresponding page is shown. (Fig. 7.5-2)

b. Select the temporary eHealth account status.
   - Account Status:
     i. *Pending Confirmation:* temporary eHealth account entered by data entry account and pending confirmation by service provider.
     ii. *Pending Validation:* temporary eHealth account pending validation with Immigration Department.
     iii. *Validation Failed:* temporary eHealth account with failed result after validation with Immigration Department. Service provider is required to rectify the failed account and the account will resubmit to Immigration Department for validation again.
   - For data entry account, only status of 'Pending Confirmation' is available and cannot choose other status.

c. Press 'Search'. A result list is shown. (Fig. 7.5-3).
   - If the temporary eHealth account is created without any claim, the 'Transaction No.' will be 'N/A'.
   - You can press the in the header to view the supporting information of that column.

d. Select the corresponding temporary eHealth account by pressing Identity Document No.. The details of temporary eHealth account are shown (Fig. 7.5-4). The remaining steps are similar to the steps in section 7.4 'Rectify temporary eHealth account with failed validation result'. Please refer to that section for details.

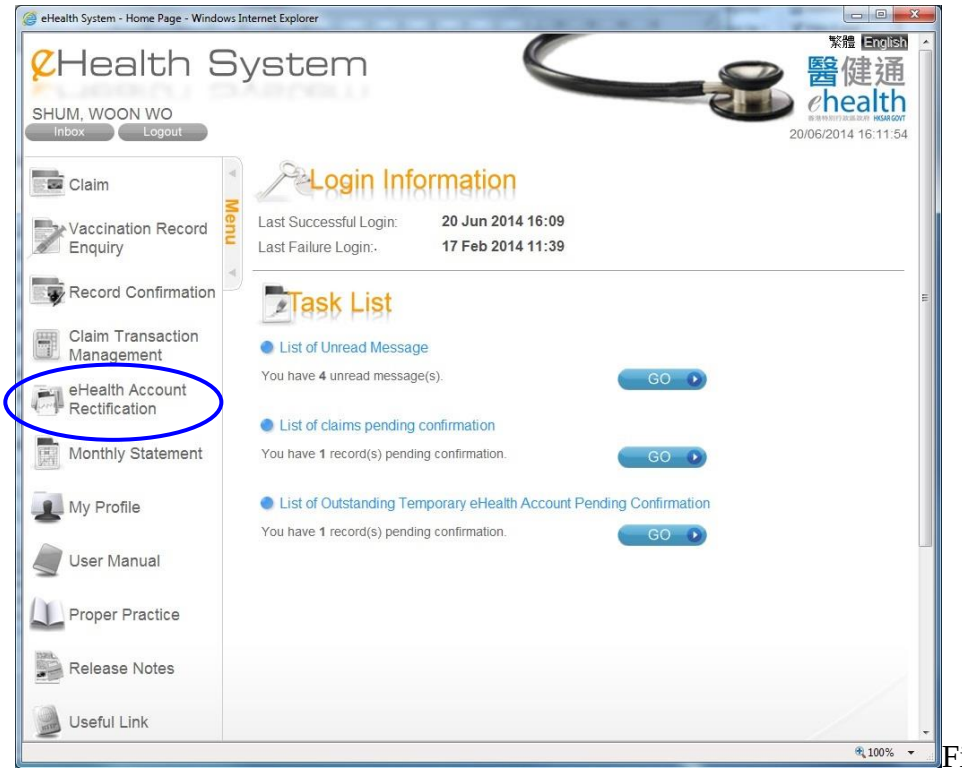


Fig 7.5-1

Home Page

Select the status and press “Search” button.

Fig 7.5-2 eHealth Account Rectification

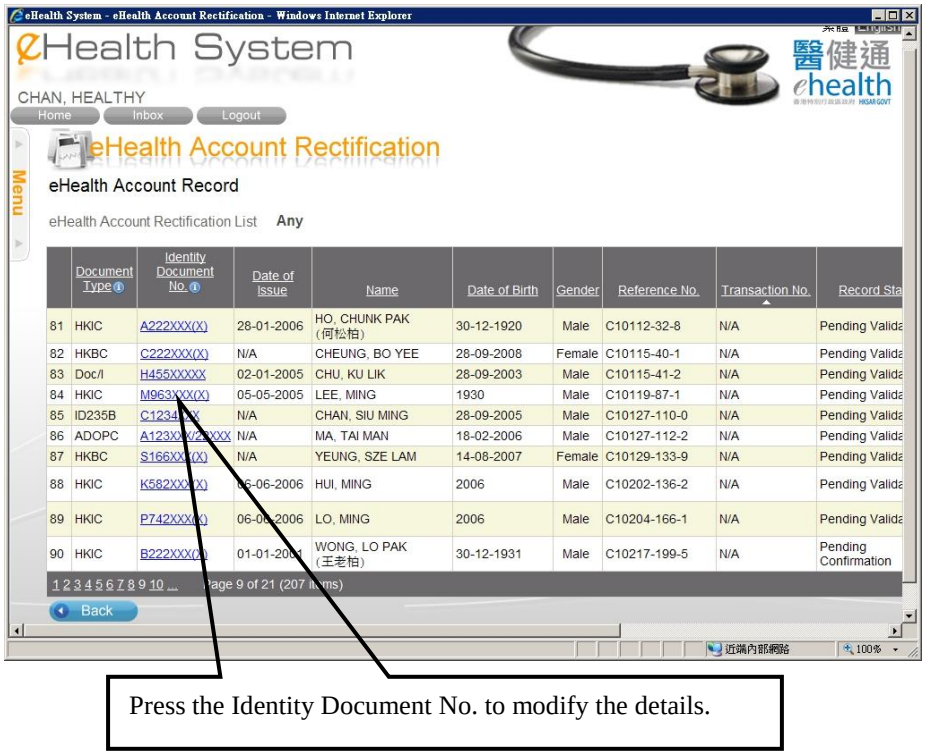

eHealth System - eHealth Account Rectification - Windows Internet Explorer
eHealth System
CHAN, HEALTHY
Home
Inbox
Logout
eHealth Account Rectification
eHealth Account Record
eHealth Account Rectification List Any
Document Type
Identity Document No.
Date of Issue
Name
Date of Birth
Gender
Reference No.
Transaction No.
Record Sta
81 HKIC A222XXX(X) 28-01-2006 HO, CHUNK PAK (何松柏) 30-12-1920 Male C10112-32-8 N/A Pending Valida
82 HKBC C222XXX(X) N/A CHEUNG, BO YEE 28-09-2008 Female C10115-40-1 N/A Pending Valida
83 Doc/I H455XXXXX 02-01-2005 CHU, KU LIK 28-09-2003 Male C10115-41-2 N/A Pending Valida
84 HKIC M963XXX(X) 05-05-2005 LEE, MING 1930 Male C10119-87-1 N/A Pending Valida
85 ID235B C1234XXX N/A CHAN, SIU MING 28-09-2005 Male C10127-110-0 N/A Pending Valida
86 ADOPC A123XXX/ZXXX N/A MA, TAI MAN 18-02-2006 Male C10127-112-2 N/A Pending Valida
87 HKBC S166XXX(X) N/A YEUNG, SZE LAM 14-08-2007 Female C10129-133-9 N/A Pending Valida
88 HKIC K582XXX(X) 06-06-2006 HUI, MING 2006 Male C10202-136-2 N/A Pending Valida
89 HKIC P742XXX(X) 06-06-2006 LO, MING 2006 Male C10204-166-1 N/A Pending Valida
90 HKIC B222XXX(X) 01-01-2001 WONG, LO PAK (王老柏) 30-12-1931 Male C10217-199-5 N/A Pending Confirmation
1 2 3 4 5 6 7 8 9 10 ...
Page 9 of 21 (207 items)
Back
Press the Identity Document No. to modify the details.

Fig 7.5-3 Temporary eHealth Account Record

Fig 7.5-4 Rectify Temporary eHealth Account Information

7.6 Removal of temporary eHealth account (without any claim transactions)

The functions of 'Record Confirmation' and 'eHealth Account Rectification' are available for removal of temporary eHealth account without any related claims. For temporary eHealth account with claim transaction(s), by voiding the claim transaction(s), the temporary account will also be removed (details of void claim is in section 7.7).

7.6.1 Remove via 'Record Confirmation'

a. In the menu, click the menu item 'Record Confirmation'. (Fig. 7.6.1-1)

b. In the page 'Record Confirmation', select the radio button of 'eHealth Account' for the 'Confirmation Type' and input the selection criteria of Cut-off Date, Practice, Data Entry Account and Scheme. (Fig. 7.6.1-2)

- Cut-off Date is defaulted to today. You can input another date or press the calendar to select another date.

c. Press 'Search'. A result list is shown. (Fig. 7.6.1-3)

- You can sort the result list by pressing the column header.
- The total no. of retrieved records is shown in the footer.
- You can navigate among pages by pressing the page no. shown on the footer.
- You can press the in the header to view the supporting information of that column.

d. Select the temporary eHealth account by clicking the checkbox of the row.

e. Click the 'Reject Selected' button to reject/remove the selected temporary eHealth accounts.

f. Press 'Reject' button to re-confirm the removal. (Fig. 7.6.1-4)

g. Press 'Return' to go back to 'Record Confirmation' page. (Fig. 7.6.1-5)

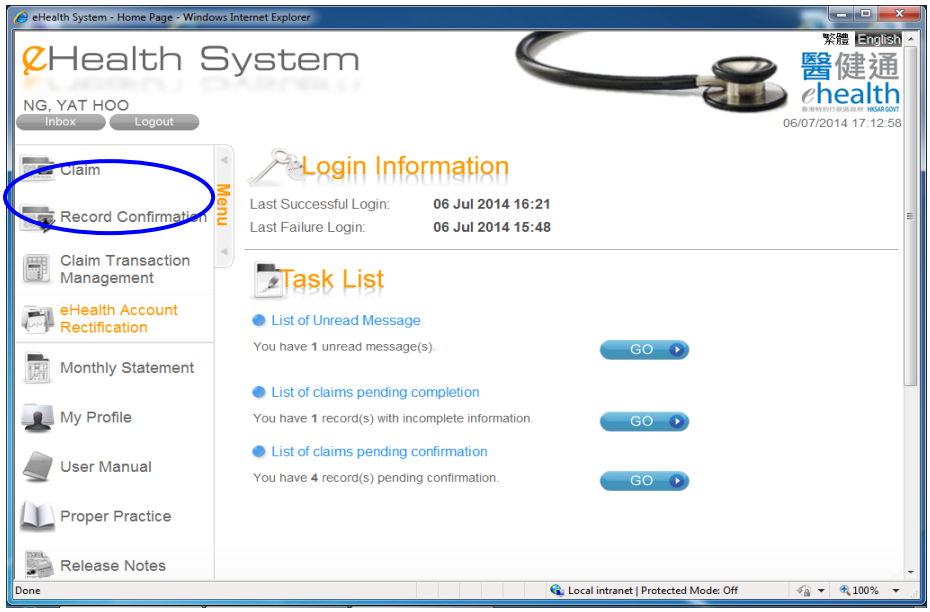


Fig 7.6.1-1 Home Page

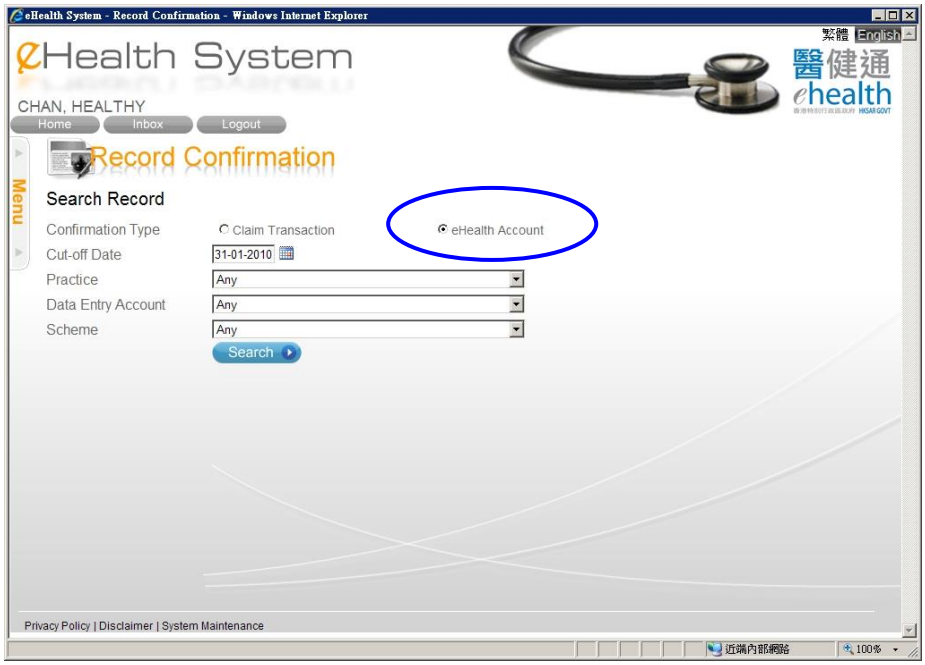


Fig 7.6.1-2 Record Confirmation

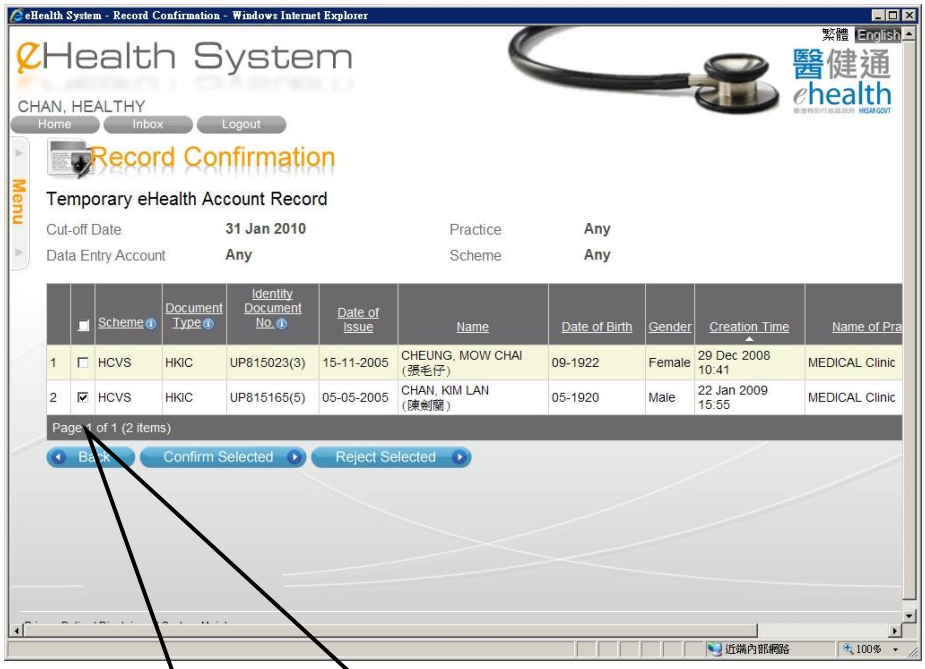


Fig 7.6.1-3 Temporary eHealth Account Record

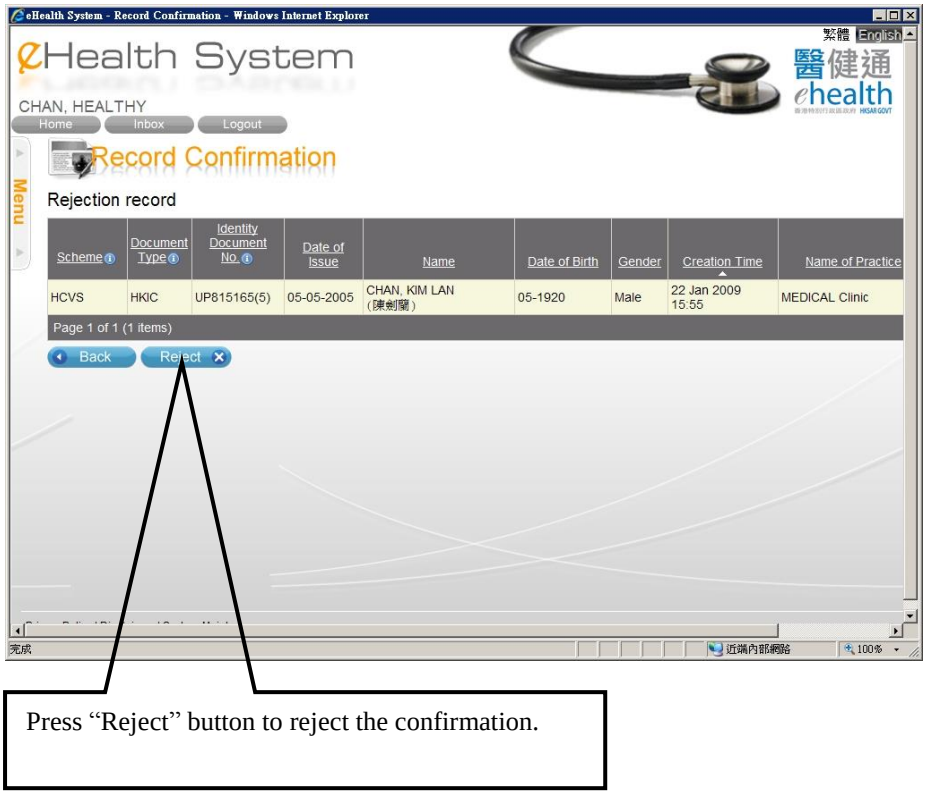


Fig 7.6.1-4 Reject record

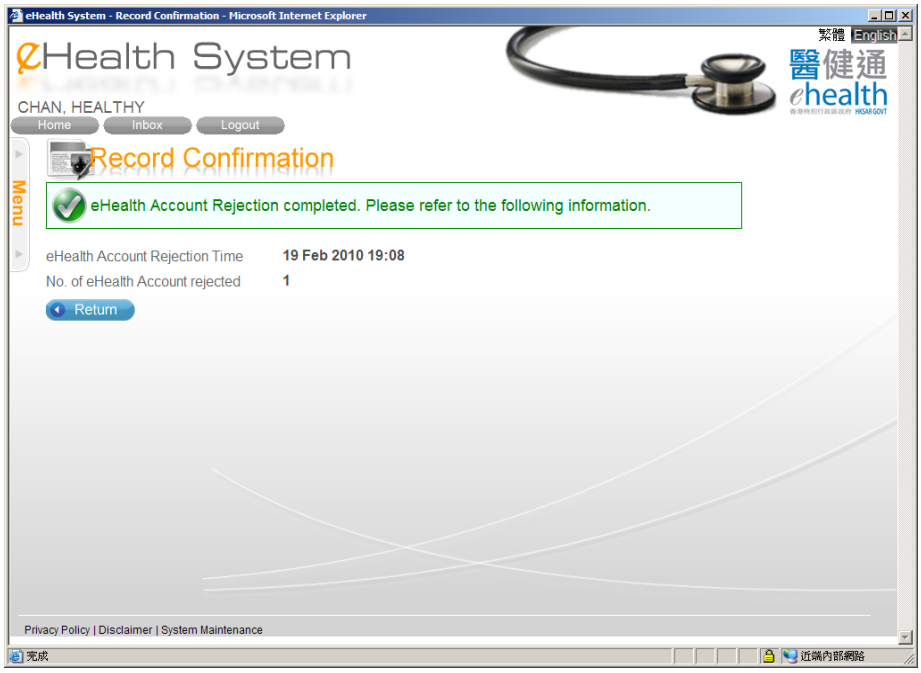


Fig 7.6.1-5 Reject Complete

7.6.2 Removal via 'eHealth Account Rectification'

a. In the menu, click the menu item 'eHealth Account Rectification'. (Fig. 7.6.2-1) The corresponding page is shown. (Fig. 7.6.2-2)

b. Select the temporary eHealth account status.
   - Account Status:
     i. *Pending Confirmation:* temporary eHealth account entered by data entry account and pending confirmation by service provider.
     ii. *Pending Validation:* temporary eHealth account pending validation with Immigration Department.
     iii. *Validation Failed:* temporary eHealth account with failed result after validation with Immigration Department.
   - For data entry account, only status of 'Pending Confirmation' is available and cannot choose other status.

c. Press 'Search'. A result list is shown. (Fig. 7.6.2-3)
   - If the temporary eHealth account is created without any claim, the 'Transaction No.' will be 'N/A'.
   - You can press the in the header to view the supporting information of that column.

d. Select the corresponding temporary eHealth account by pressing Identity Document No.. The details of temporary eHealth account are shown. (Fig. 7.6.2-4)

e. Press 'Remove' button to remove the temporary eHealth account. A pop up window is displayed to ask for confirmation of the removal. (Fig. 7.6.2-5)

f. Press 'Confirm' to confirm the removal. The temporary eHealth account is removed.

g. Press 'Return' to go back to 'eHealth Account Rectification' page. (Fig. 7.6.2-6)

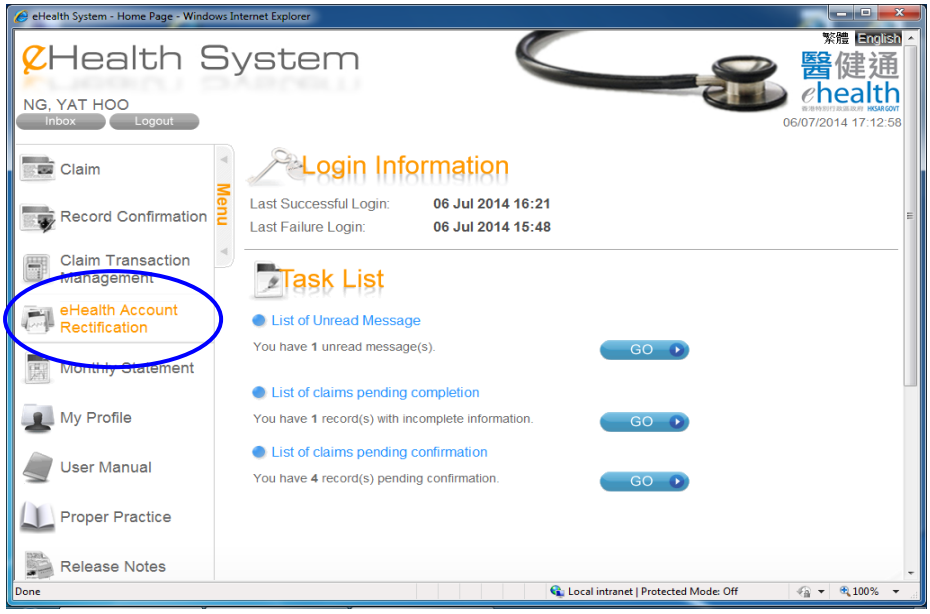


Fig 7.6.2-1 Home Page

Fig 7.6.2-2 eHealth Account Rectification

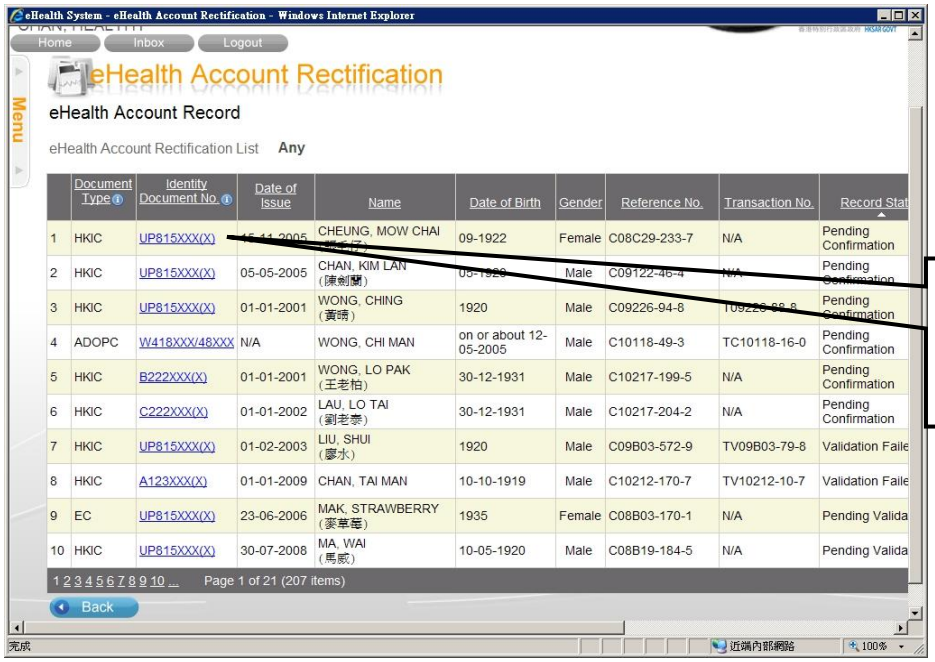

eHealth System - eHealth Account Rectification - Windows Internet Explorer
Home
Inbox
Logout
eHealth Account Rectification
eHealth Account Record
eHealth Account Rectification List Any
Document Type
Identity Document No.
Date of Issue
Name
Date of Birth
Gender
Reference No.
Transaction No.
Record Stat
1 HKIC UP815XXX(X) CHEUNG, MOW CHAI 09-1922 Female C08C29-233-7 N/A Pending Confirmation
2 HKIC UP815XXX(X) 05-05-2005 CHAN, KIM LAN (陳劍蘭) Male C09122-46-4 N/A Pending Confirmation
3 HKIC UP815XXX(X) 01-01-2001 WONG, CHING (黃晴) 1920 Male C09226-94-8 Pending Confirmation
4 ADOPC W418XXX/48XXX N/A WONG, CHI MAN on or about 12-05-2005 Male C10118-49-3 TC10118-16-0 Pending Confirmation
5 HKIC B222XXX(X) 01-01-2001 WONG, LO PAK (王老怕) 30-12-1931 Male C10217-199-5 N/A Pending Confirmation
6 HKIC C222XXX(X) 01-01-2002 LAU, LO TAI (劉老泰) 30-12-1931 Male C10217-204-2 N/A Pending Confirmation
7 HKIC UP815XXX(X) 01-02-2003 LIU, SHUI (廖水) 1920 Male C09B03-572-9 TV09B03-79-8 Validation Faile
8 HKIC A123XXX(X) 01-01-2009 CHAN, TAI MAN 10-10-1919 Male C10212-170-7 TV10212-10-7 Validation Faile
9 EC UP815XXX(X) 23-06-2006 MAK, STRAWBERRY (麥草莓) 1935 Female C08B03-170-1 N/A Pending Valida
10 HKIC UP815XXX(X) 30-07-2008 MA, WAI (馬威) 10-05-1920 Male C08B19-184-5 N/A Pending Valida
1 2 3 4 5 6 7 8 9 10 ... Page 1 of 21 (207 items)
Back
Menu
Select the eHealth account by pressing the "Identity Document No.".

Fig 7.6.2-3 Temporary eHealth Account Record

Fig 7.6.2-4 Rectify eHealth Account Information

Fig 7.6.2-5 Popup window for confirmation

Fig 7.6.2-6 Completion of Removal

7.7 Void Claim

Claim can be voided via functions of ‘Record confirmation’, ‘Claim Transaction Management’ and ‘eHealth account rectification’. Data Entry account can only void his own

created claim transactions. In voiding claim for a temporary eHealth account, the temporary account will also be removed.

Claim transaction should be voided within 24 hours after creation of claim transactions by service provider or confirmation by service provider of the claims made through the data entry account. If the temporary eHealth account for a claim has failed validation result from Immigration Department, service provider can void the claim even if the claim has been created for over 24 hours.

7.7.1 Void Claim via 'Record Confirmation'

a. In the menu, click the menu item 'Record Confirmation'.
b. In the page 'Record Confirmation', select 'Claim Transaction' from Confirmation Type'
c. If you check 'Include "Incomplete" Claims', incomplete claims will be shown. This flexibility in capturing claim data only applies to HCVS.
d. Then input the selection criteria of Cut-off Date, Practice, Data Entry Account and Scheme. (Fig. 7.7.1-1)
   - Cut-off Date is defaulted to today. You can input another date or press the calendar to select another date.
e. Press 'Search'. A result list is shown. (7.7.1-2)
   - You can sort the result list by pressing the column header.
   - The total no. of retrieved records is shown in the footer.
   - You can navigate among pages by pressing the page no. shown on the footer.
   - You can press the in the header to view the supporting information of that column.
   - You can press the transaction no. to view the transaction details.
   - If you check 'Include "Incomplete" Claims', incomplete claims will be shown..
f. Select the transaction by pressing the Transaction No. of the row.
g. Press 'Void' in page 'Claim Information. (Fig. 7.7.1-3) The Void Reason is enabled for input.
h. Press 'Confirm Void' to confirm. (Fig. 7.7.1-4) A void Transaction No. is displayed for you to mark on the consent form. (Fig. 7.7.1-5)
i. Press 'Return' to go back the 'Record Confirmation' page.

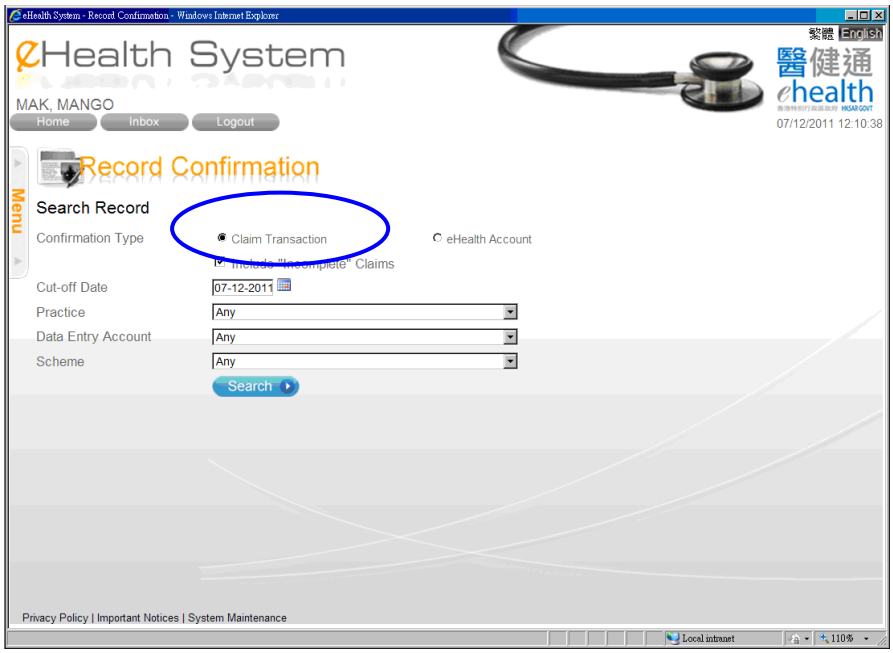


Fig. 7.7.1-1 Search Claim Record

eHealth System - Record Confirmation - Windows Internet Explorer
eHealth System
繁體 English
醫健通 ehealth
NG, YAT HOO
Home
Inbox
Logout
06/07/2014 15:46:26
Menu
Record Confirmation
Claim Record
Cut-off Date
06 Jul 2014
Practice
Any
Data Entry Account
Any
Scheme
Any
Include "Incomplete" Claims
Transaction No.
Transaction Time
Doc Type Identity Doc No.
Name
Amount Claimed ($)
Status
Other Info
1 HCVS TV14703-153-5 03 Jul 2014 09:40 HKIC BB180XXX(X) TSE, MUK KWAN (謝木坤) 2,100 Pending Confirmation Details NC
2 HCVS TV14703-154-7 03 Jul 2014 HKIC WONG, YUET HAY (黃月喜) 1,150 Pending Confirmation Details NC
3 HCVS TV14703-155-0 03 Jul 2014 09:41 HKIC AA123XXX(X) CHUNG, KWAI (鍾貴) 1,000 Pending Confirmation Details NC
4 HCVS TV14703-156-2 03 Jul 2014 09:41 HKIC CC222XXX(X) LUK, KAM YAU (陸金有) 1,250 Pending Confirmation Details NC
5 HCVS TV14703-157-4 03 Jul 2014 09:42 HKIC CC235XXX(X) CHOI, TAI CHOO (蔡大珠) 2,750 Pending Confirmation Details NC
Page 1 of 1 (5 items)
Back
Confirm Selected
Pressing the "Transaction No." to view claim details.

Fig. 7.7.1-2 Claim Record

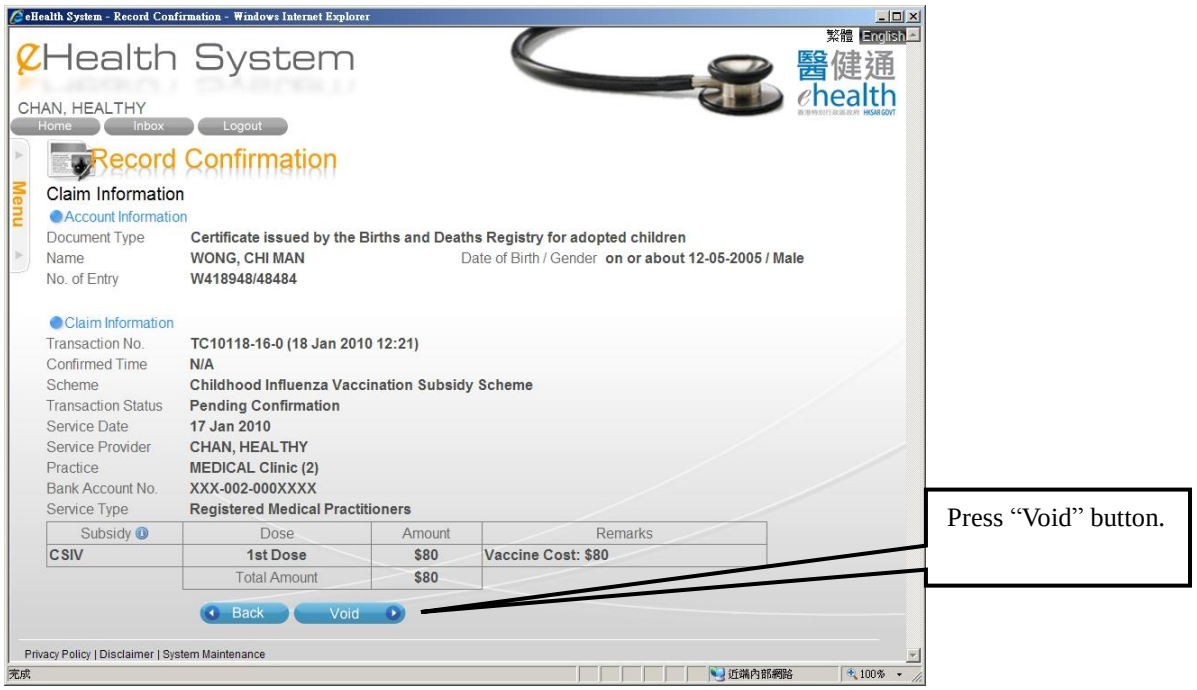


Fig. 7.7.1-3 Claim Information

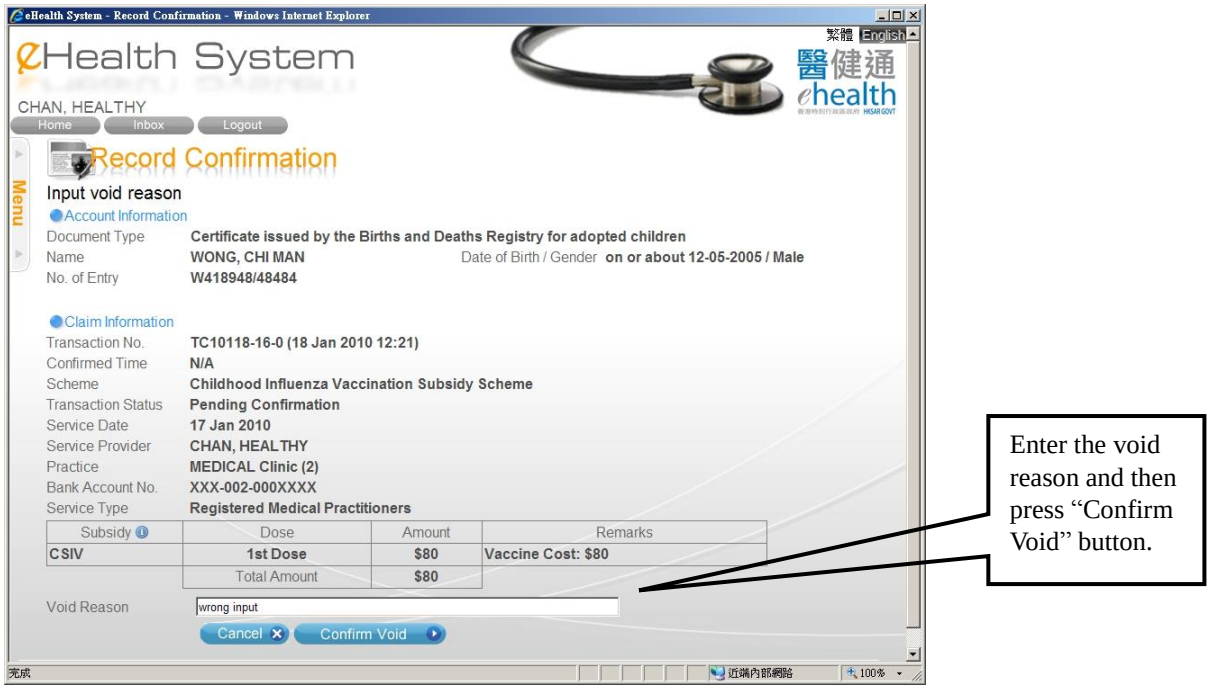


Fig. 7.7.1-4 Input Void Reason

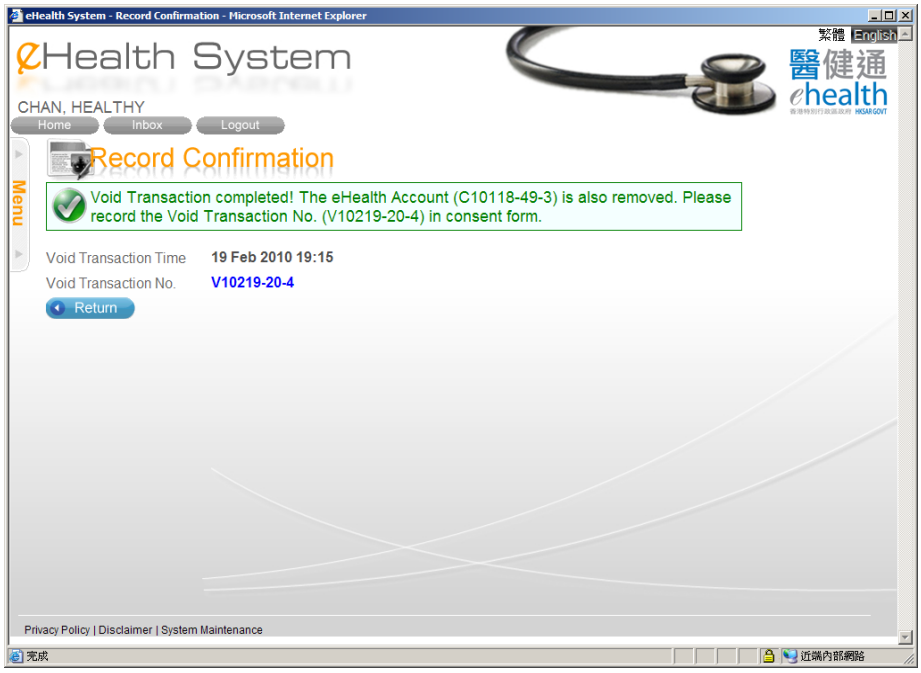


Fig. 7.7.1-5 Completion of Void Claim

7.7.2 Void Claim via 'Claim Transaction Management'

a. In the menu, click the menu item 'Claim Transaction Management'. (Fig. 7.7.2-1) The corresponding page is shown. (Fig. 7.7.2-2)

b. Enter the selection criteria such as practice, status, transaction time, transaction no. and scheme.

- For data entry account, only status of 'Pending Confirmation' is available and cannot choose other status.
- You can click the calendar image to select the transaction date.

c. Press 'Search'. A result list with record summary is shown. (Fig. 7.7.2-3)

- The Record Summary shows the total amount for different claim status in the result list.

d. Select the corresponding claim transaction by pressing the Transaction No.. The claim details are shown. (Fig. 7.7.2-4)

e. Press 'Void'. The Void Reason is enabled for input. (Fig. 7.7.2-5)

f. Press 'Confirm Void' to confirm. A void Transaction No. is displayed for you to mark on the consent form. (Fig. 7.7.2-6)

g. Press 'Return' to return to the 'Claim Transaction Management' page.

Fig. 7.7.2-1 Home Page

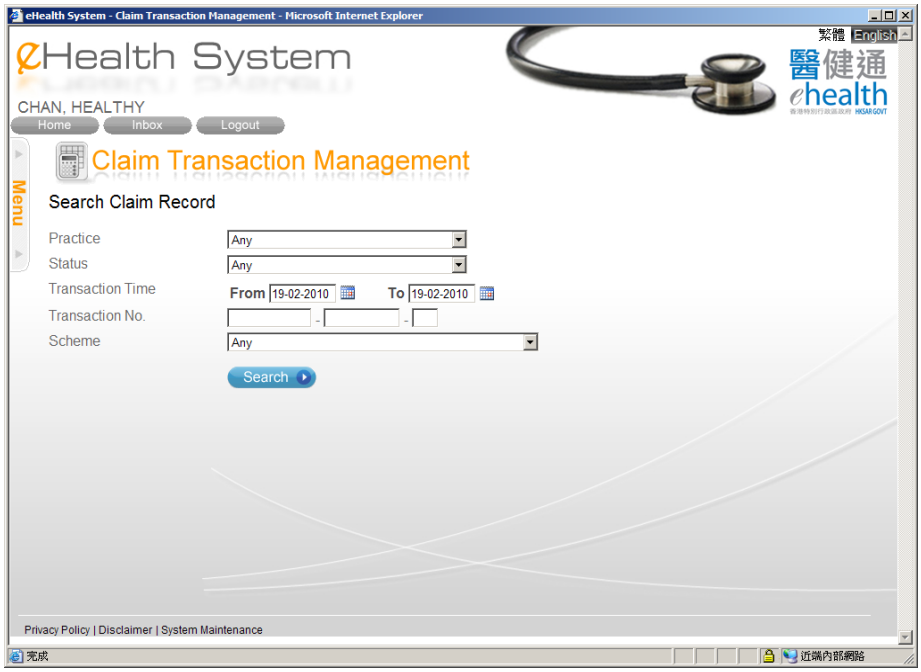


Fig. 7.7.2-2 Search Claim Record

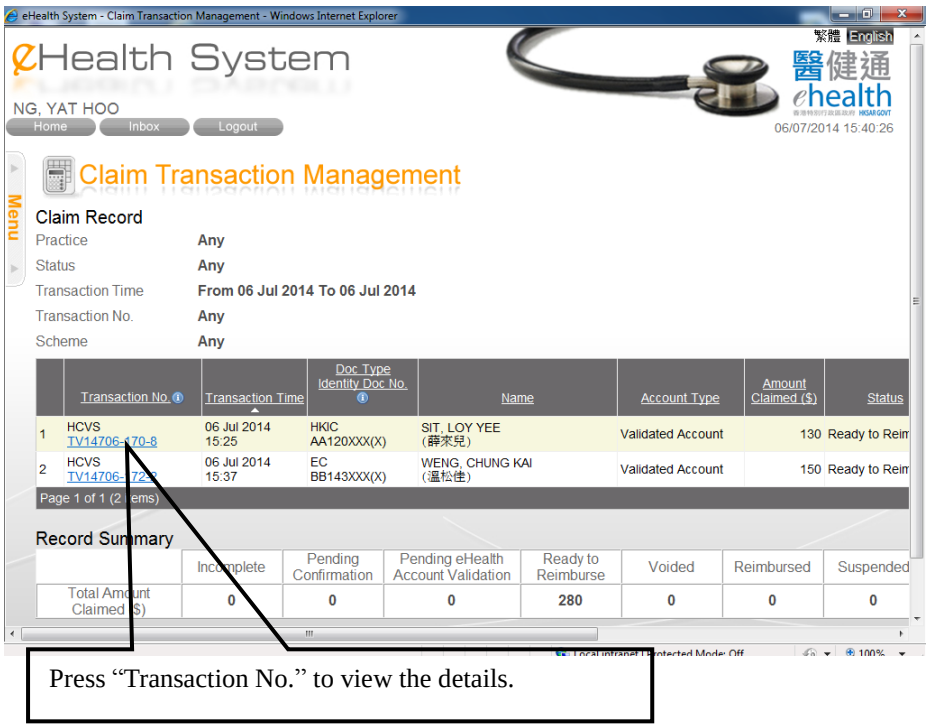


Fig. 7.7.2-3 Claim Record

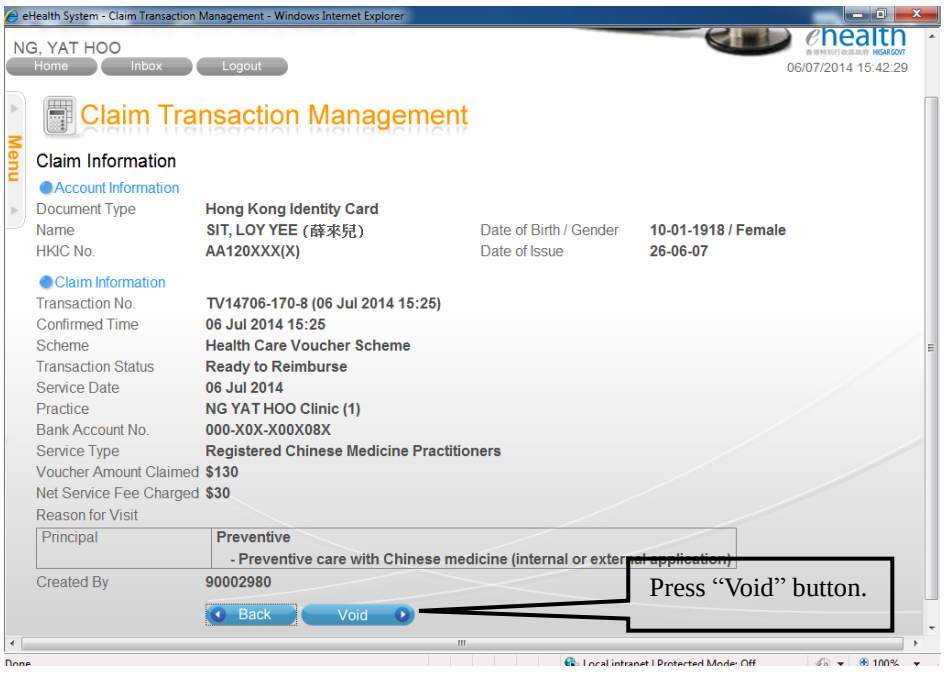


Fig. 7.7.2-4 Claim Information

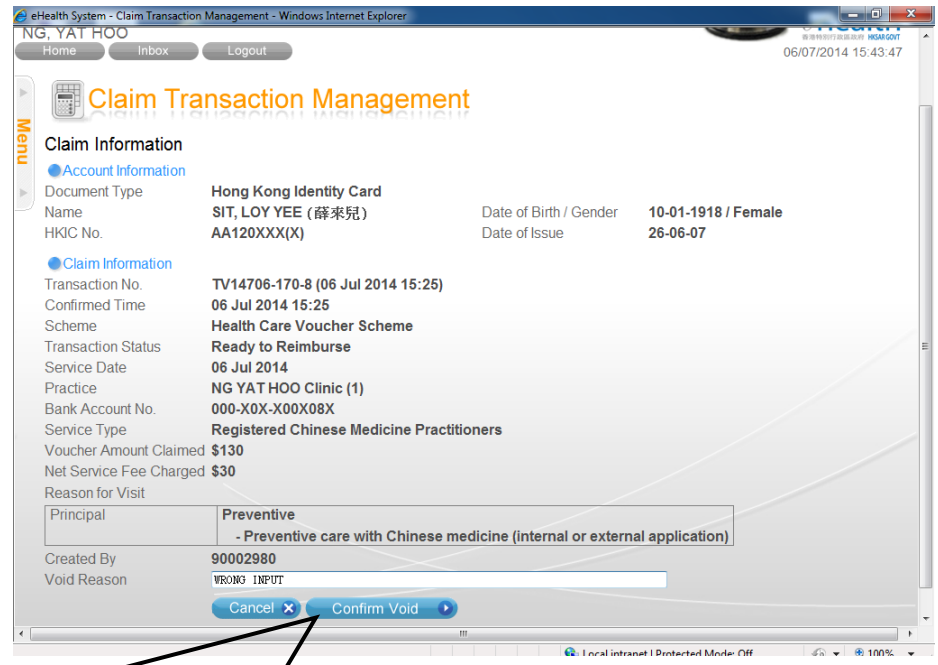

eHealth System - Claim Transaction Management - Windows Internet Explorer
NG, YAT HOO
Home
Inbox
Logout
06/07/2014 15:43:47
Claim Transaction Management
Menu
Claim Information
Account Information
Document Type Hong Kong Identity Card
Name SIT, LOY YEE (薛來兒)
HKIC No. AA120XXX(X)
Date of Birth / Gender 10-01-1918 / Female
Date of Issue 26-06-07
Claim Information
Transaction No. TV14706-170-8 (06 Jul 2014 15:25)
Confirmed Time 06 Jul 2014 15:25
Scheme Health Care Voucher Scheme
Transaction Status Ready to Reimburse
Service Date 06 Jul 2014
Practice NG YAT HOO Clinic (1)
Bank Account No. 000-X0X-X00X08X
Service Type Registered Chinese Medicine Practitioners
Voucher Amount Claimed $130
Net Service Fee Charged $30
Reason for Visit
Principal
Preventive
- Preventive care with Chinese medicine (internal or external application)
Created By 90002980
Void Reason WRONG INPUT
Cancel
Confirm Void
Enter "Void Reason" and press "Confirm Void" button.

Fig. 7.7.2-5 Claim Information – input void reason

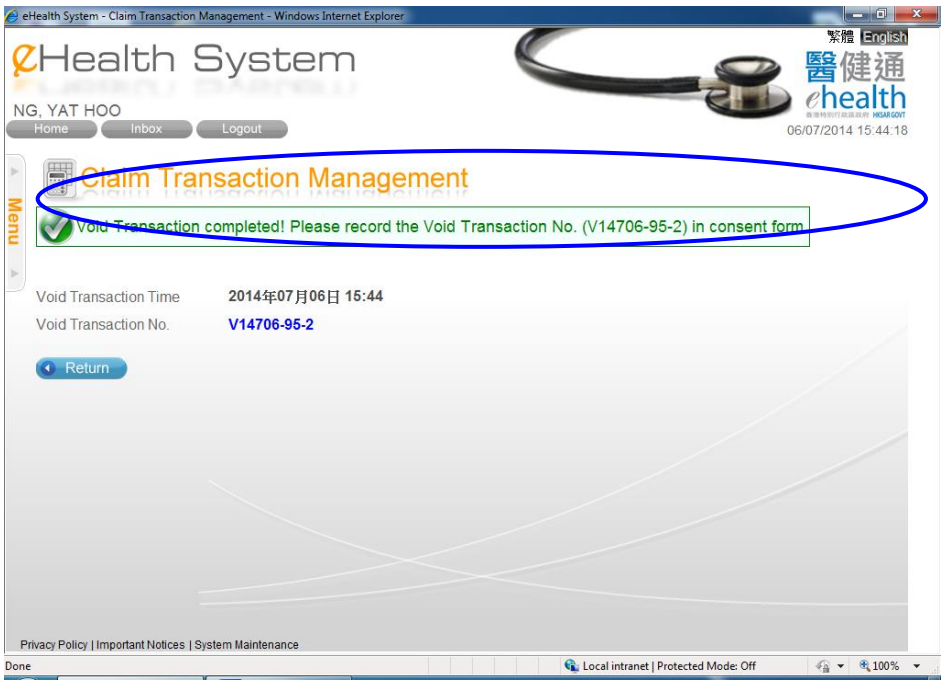


Fig. 7.7.2-6 Completion of void claim

7.7.3 Void Claim via 'eHealth Account Rectification'

a. In the menu, click the menu item 'eHealth Account Rectification'. The corresponding page is shown.

b. Select the temporary eHealth account status.

- Account Status:
  - i. *Pending Confirmation:* temporary eHealth account entered by data entry account and pending confirmation by service provider.
  - ii. *Pending Validation:* temporary eHealth account pending validation with Immigration Department.
  - iii. *Validation Failed:* temporary eHealth account with failed result after validation with Immigration Department.
- For data entry account, only status of 'Pending Confirmation' is available and cannot choose other status.

c. Press 'Search'. A result list is shown. (Fig. 7.7.3-1)

- If the temporary eHealth account is created without any claim, the 'Transaction No.' will be 'N/A'.
- You can press the in the header to view the supporting information of that column.

d. Select the corresponding temporary eHealth account by pressing Identity Document No.. The details of temporary eHealth account are shown. (Fig. 7.7.3-2)

e. Press 'View Transaction' button to view and then void the claim transaction.

f. Press 'Void' button in the page 'Claim Information'. (Fig. 7.7.3-3)

g. The void reason is enabled to input. (Fig. 7.7.3-4)

h. Press 'Confirm Void' to confirm. A void Transaction No. is displayed for you to mark on the consent form. (Fig. 7.7.3-5)

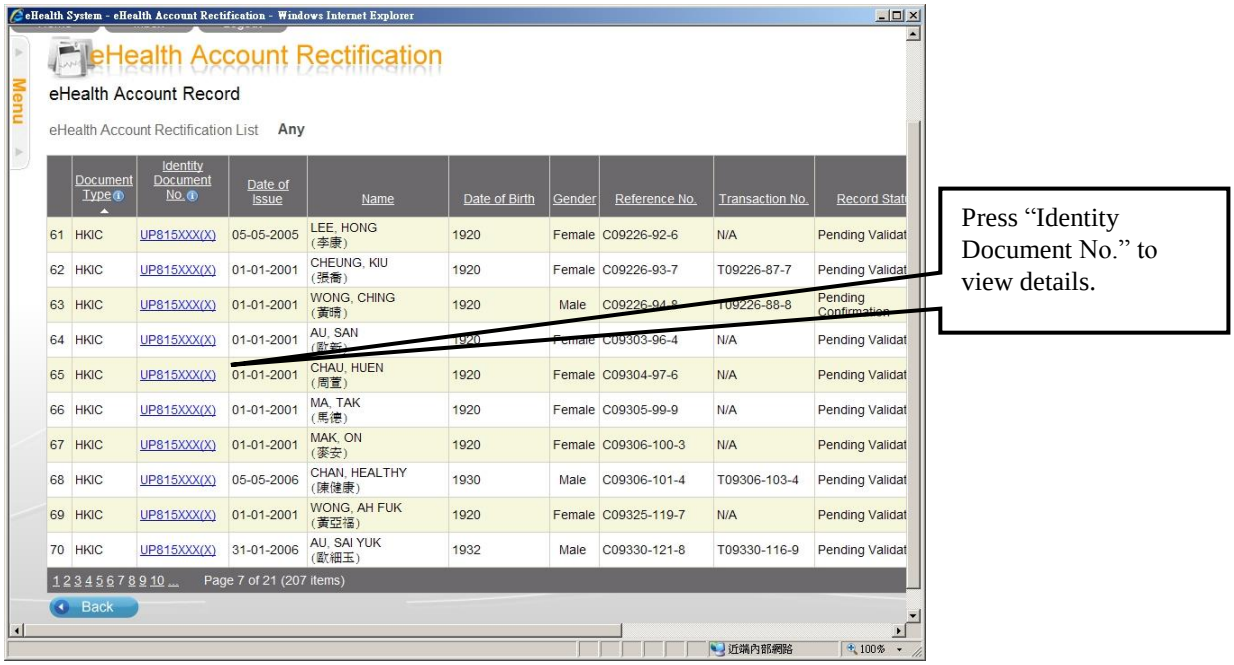

eHealth System - eHealth Account Rectification - Windows Internet Explorer
eHealth Account Rectification
eHealth Account Record
eHealth Account Rectification List Any
Menu
Document Type
Identity Document No.
Date of Issue
Name
Date of Birth
Gender
Reference No.
Transaction No.
Record Stat
61 HKIC UP815XXX(X) 05-05-2005 LEE, HONG (李康) 1920 Female C09226-92-6 N/A Pending Validat
62 HKIC UP815XXX(X) 01-01-2001 CHEUNG, KIU (張喬) 1920 Female C09226-93-7 T09226-87-7 Pending Validat
63 HKIC UP815XXX(X) 01-01-2001 WONG, CHING (黃晴) 1920 Male C09226-94-8 T09226-88-8 Pending Confirmation
64 HKIC UP815XXX(X) 01-01-2001 AU, SAN (歐新) 1920 Female C09303-96-4 N/A Pending Validat
65 HKIC UP815XXX(X) 01-01-2001 CHAU, HUEN (周萱) 1920 Female C09304-97-6 N/A Pending Validat
66 HKIC UP815XXX(X) 01-01-2001 MA, TAK (馬德) 1920 Female C09305-99-9 N/A Pending Validat
67 HKIC UP815XXX(X) 01-01-2001 MAK, ON (麥安) 1920 Female C09306-100-3 N/A Pending Validat
68 HKIC UP815XXX(X) 05-05-2006 CHAN, HEALTHY (陳健康) 1930 Male C09306-101-4 T09306-103-4 Pending Validat
69 HKIC UP815XXX(X) 01-01-2001 WONG, AH FUK (黃亞福) 1920 Female C09325-119-7 N/A Pending Validat
70 HKIC UP815XXX(X) 31-01-2006 AU, SAI YUK (歐細玉) 1932 Male C09330-121-8 T09330-116-9 Pending Validat
1 2 3 4 5 6 7 8 9 10 ... Page 7 of 21 (207 items)
Back
Press "Identity Document No." to view details.

Fig. 7.7.3-1 Temporary eHealth Account Record

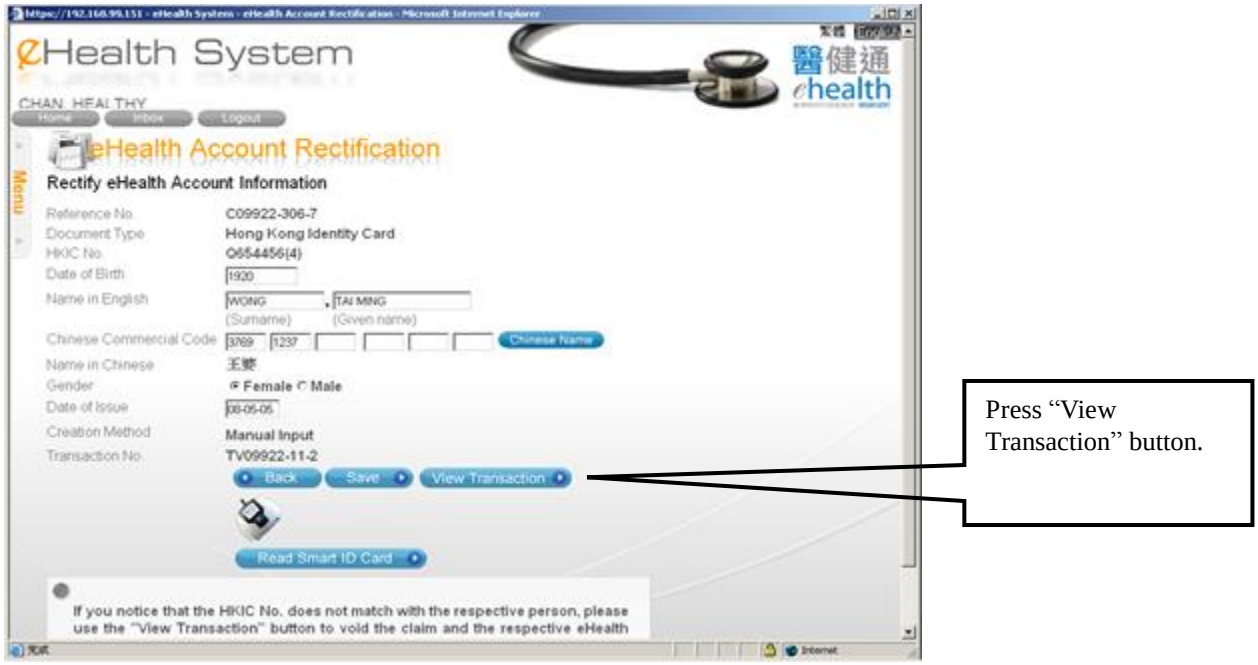

eHealth System
醫健通 ehealth
CHAN, HEALTHY
Home Inbox Logout
eHealth Account Rectification
Menu
Rectify eHealth Account Information
Reference No. C09922-306-7
Document Type Hong Kong Identity Card
HKIC No. G654456(4)
Date of Birth 1920
Name in English WONG (Surname) TAI MING (Given name)
Chinese Commercial Code 3769 1237 Chinese Name
Name in Chinese 王黛
Gender Female Male
Date of Issue 08-05-05
Creation Method Manual Input
Transaction No. TV09922-11-2
Back Save View Transaction
Read Smart ID Card
If you notice that the HKIC No. does not match with the respective person, please use the "View Transaction" button to void the claim and the respective eHealth
Press "View Transaction" button.

Fig. 7.7.3-2 Rectify eHealth Account Information

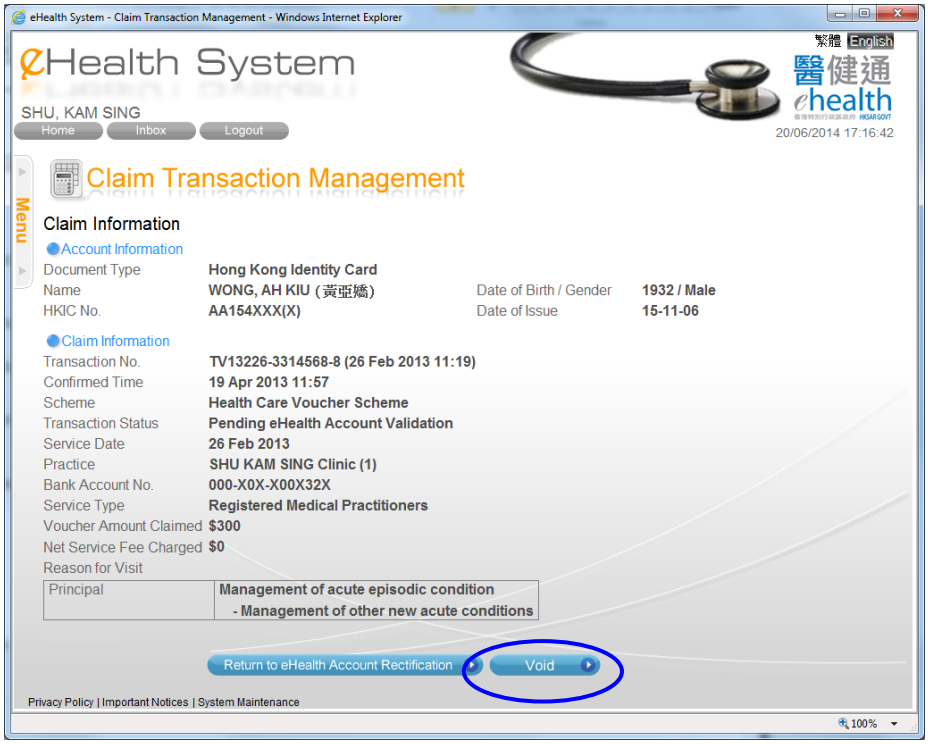


Fig. 7.7.3-3 Claim Information – void

Fig. 7.7.3-4 Claim Information – Input void reason

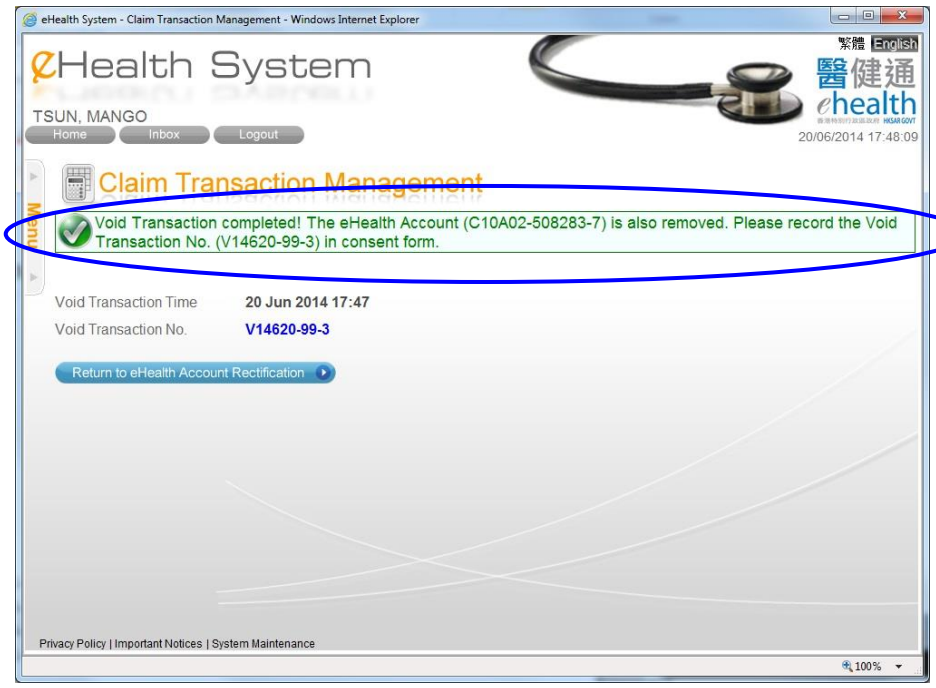

eHealth System - Claim Transaction Management - Windows Internet Explorer
eHealth System
繁體 English
醫健通 ehealth
TSUN, MANGO
Home
Inbox
Logout
20/06/2014 17:48:09
Claim Transaction Management
Void Transaction completed! The eHealth Account (C10A02-508283-7) is also removed. Please record the Void Transaction No. (V14620-99-3) in consent form.
Void Transaction Time 20 Jun 2014 17:47
Void Transaction No. V14620-99-3
Return to eHealth Account Rectification
Privacy Policy | Important Notices | System Maintenance
100%

Fig. 7.7.3-5 Completion of void claim

7.8 Claim Transaction Management (Retrieve and input outstanding claim information under HCVS)

Service provider or data entry account can use this function to enquire or modify the claim details

a. In the menu, click the menu item of 'Claim Transaction Management'. (Fig. 7.8-1) The corresponding page is shown. (Fig. 7.8-2)

b. Enter the selection criteria such as practice, status, transaction time, transaction no. and scheme.

- For data entry account, only status of 'Pending Confirmation' is available and cannot choose other status.
- You can click the calendar image to select the date.

c. Press 'Search' button. A result list with record summary is shown. (Fig. 7.8-3)

- The Record Summary shows the total amount for different claim status in the result list.
- You can press the in the header to view the supporting information of that column.

d. Select the corresponding claim transaction by pressing the Transaction No.. The claim details are shown. (Fig. 7.8-4)

- You may press the 'Void' button to void the transaction.

- If the claim is for HCVS, you may press the 'modify' button to input the outstanding information. (Fig. 7.8-5)

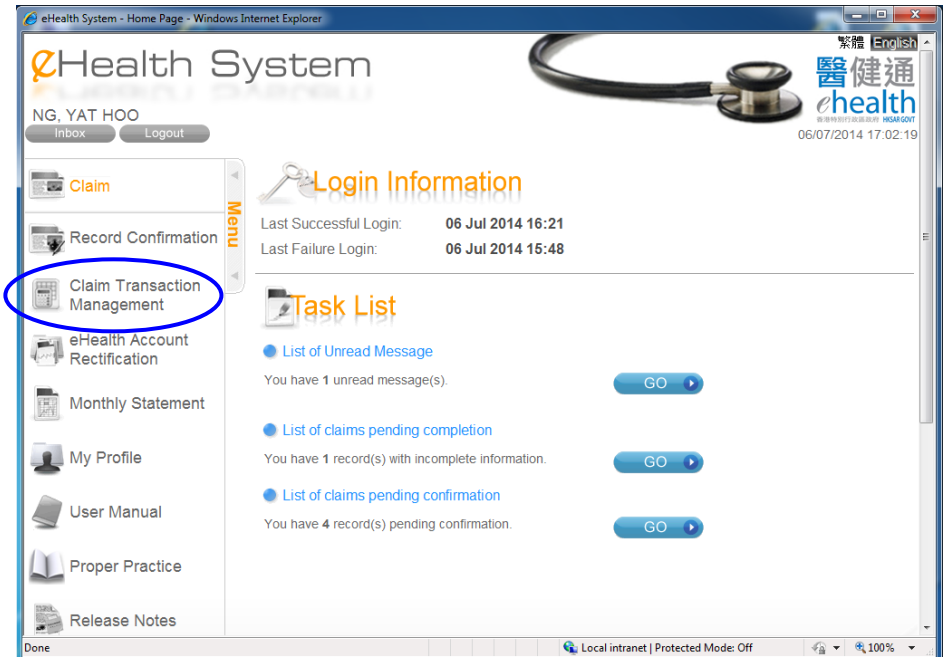


Fig. 7.8-1 Home Page

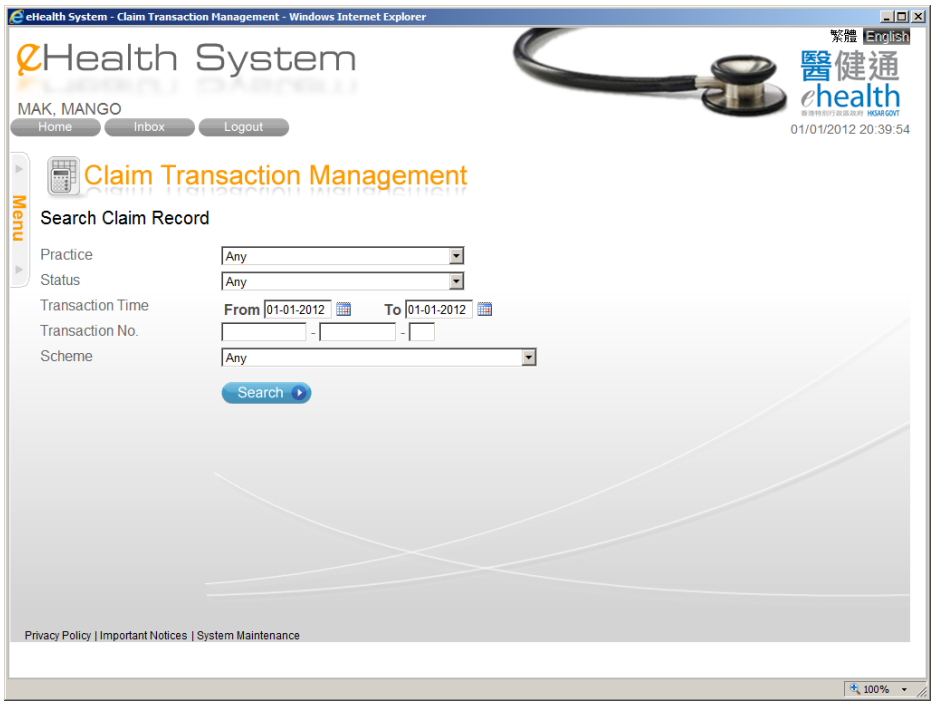


Fig. 7.8-2 Search Claim Record

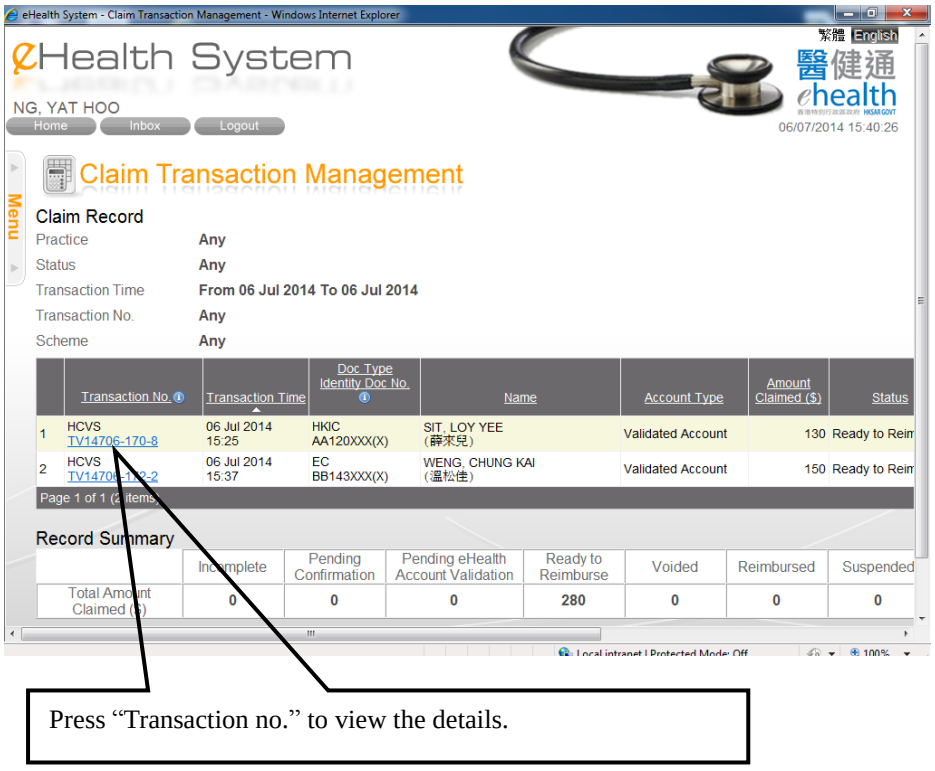


Fig. 7.8-3 Claim Record

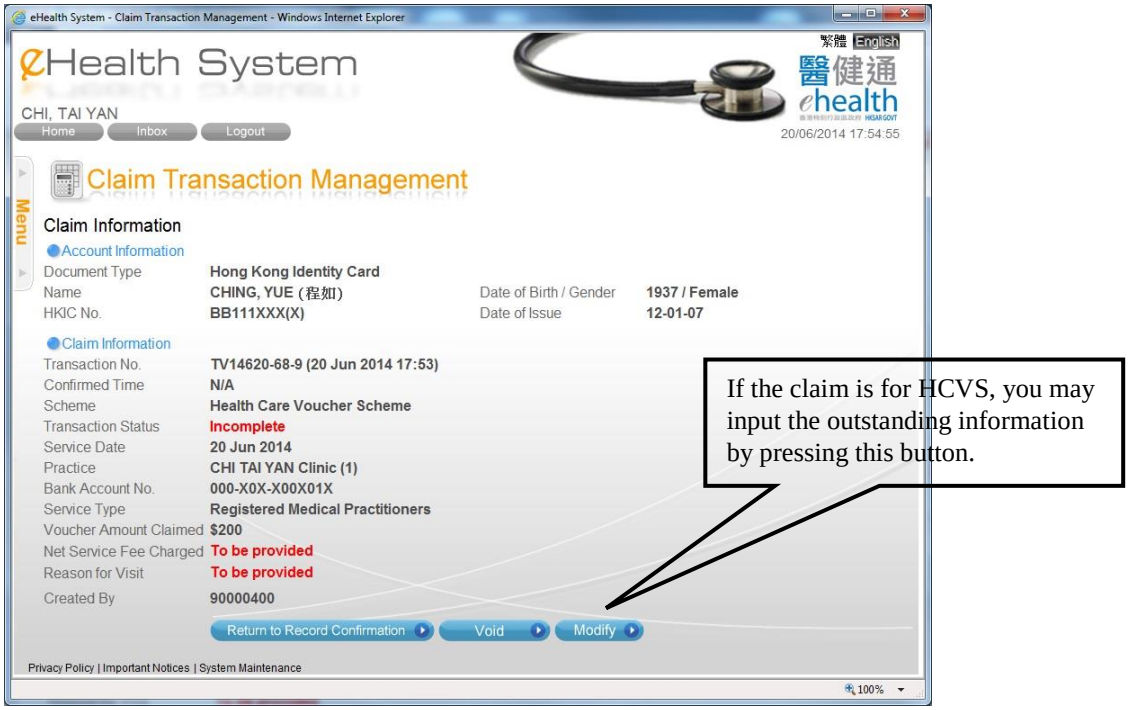

eHealth System - Claim Transaction Management - Windows Internet Explorer
eHealth System
CHI, TAI YAN
Home
Inbox
Logout
20/06/2014 17:54:55
Claim Transaction Management
Menu
Claim Information
Account Information
Document Type Hong Kong Identity Card
Name CHING, YUE (程如)
HKIC No. BB111XXX(X)
Date of Birth / Gender 1937 / Female
Date of Issue 12-01-07
Claim Information
Transaction No. TV14620-68-9 (20 Jun 2014 17:53)
Confirmed Time N/A
Scheme Health Care Voucher Scheme
Transaction Status Incomplete
Service Date 20 Jun 2014
Practice CHI TAI YAN Clinic (1)
Bank Account No. 000-X0X-X00X01X
Service Type Registered Medical Practitioners
Voucher Amount Claimed $200
Net Service Fee Charged To be provided
Reason for Visit To be provided
Created By 90000400
Return to Record Confirmation
Void
Modify
Privacy Policy | Important Notices | System Maintenance
If the claim is for HCVS, you may input the outstanding information by pressing this button.

Fig. 7.8-4 Claim Information

Fig. 7.8-5 Modify claim

7.9 Monthly Statement

A message will be sent to the service provider's Inbox after reimbursement has done, service provider can view the monthly statement for reimbursement details. (Fig. 7.9-8)

a. In the menu, click the menu item 'Monthly Statement'. (Fig. 7.9-1) The corresponding page is shown. (Fig. 7.9-2)
b. Select the practice and statement. Only statement within latest twelve months will be shown.
c. Press 'Search'. A monthly statement is shown. (Fig. 7.9-3)
d. Press 'View Details' button. A summary of transactions by scheme is shown. Click the scheme, a list of the transactions details of a specific scheme for the statement is shown. (Fig. 7.9-4 to Fig. 7.9-6)

   - You can press the in the header to view the supporting information of that column.

e. Select the corresponding claim transaction by pressing the Transaction No.. The claim transaction details are shown. (Fig. 7.9-7)
f. Press 'Back' to go back to the previous page with transaction list.

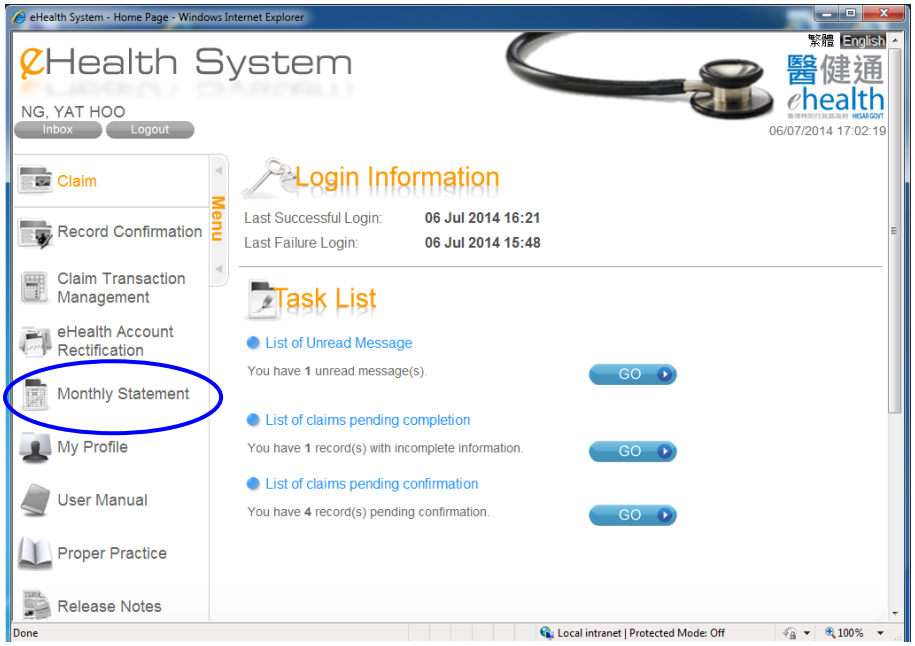


Fig. 7.9-1 Home Page

Fig. 7.9-2 Monthly Statement Summary – Search record

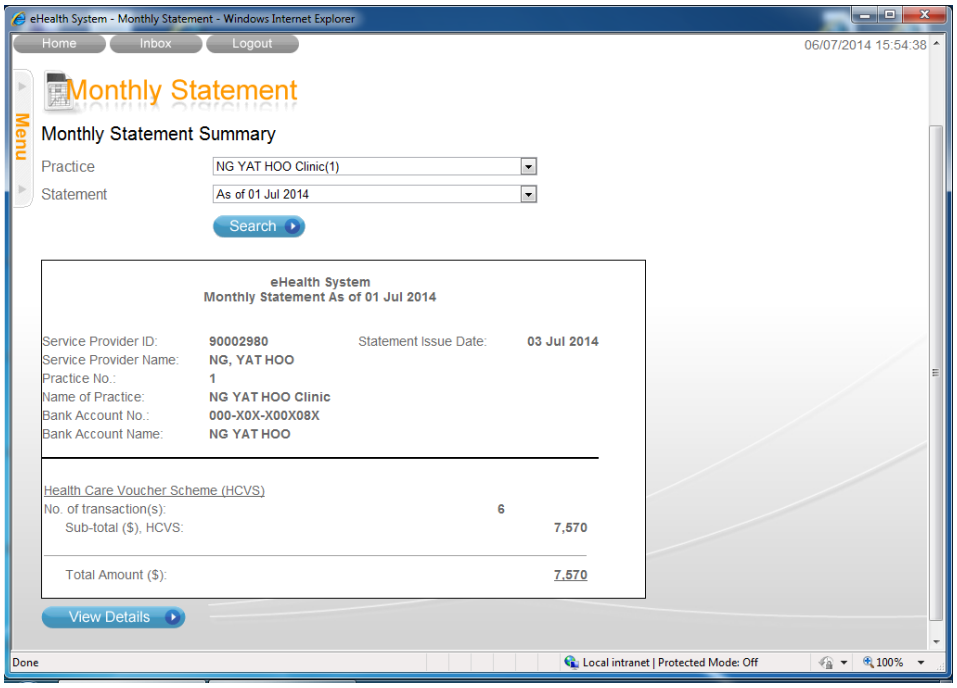


Fig. 7.9-3 Monthly Statement Summary – Monthly statement

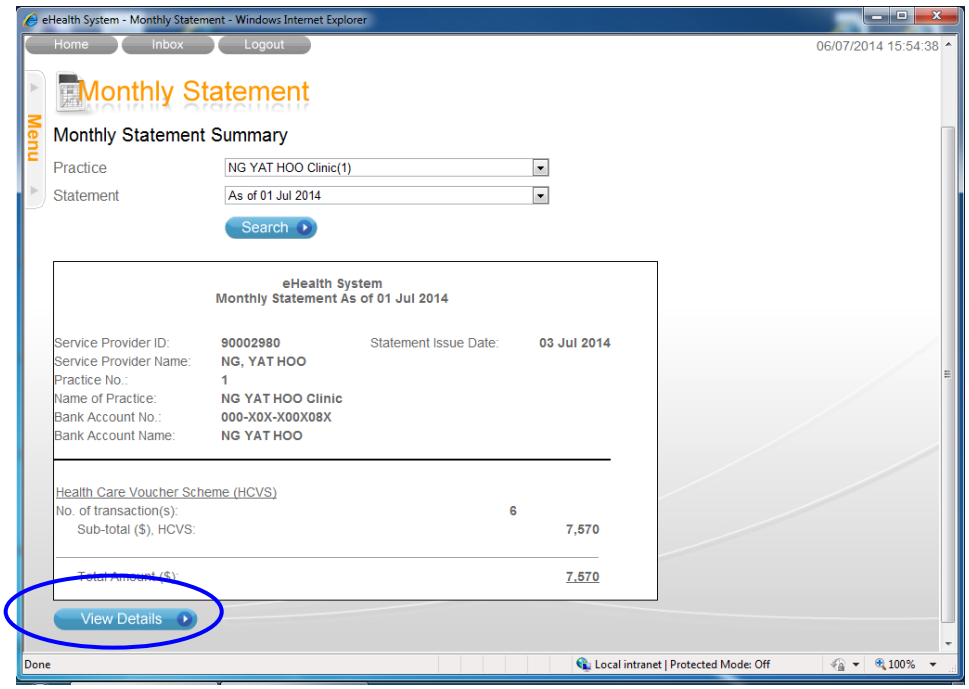


Fig. 7.9-4 Monthly Statement Summary – View Details

Press the 'Scheme' to view transactions for

Fig. 7.9-5 Claim Record – Summary of Transactions by Scheme

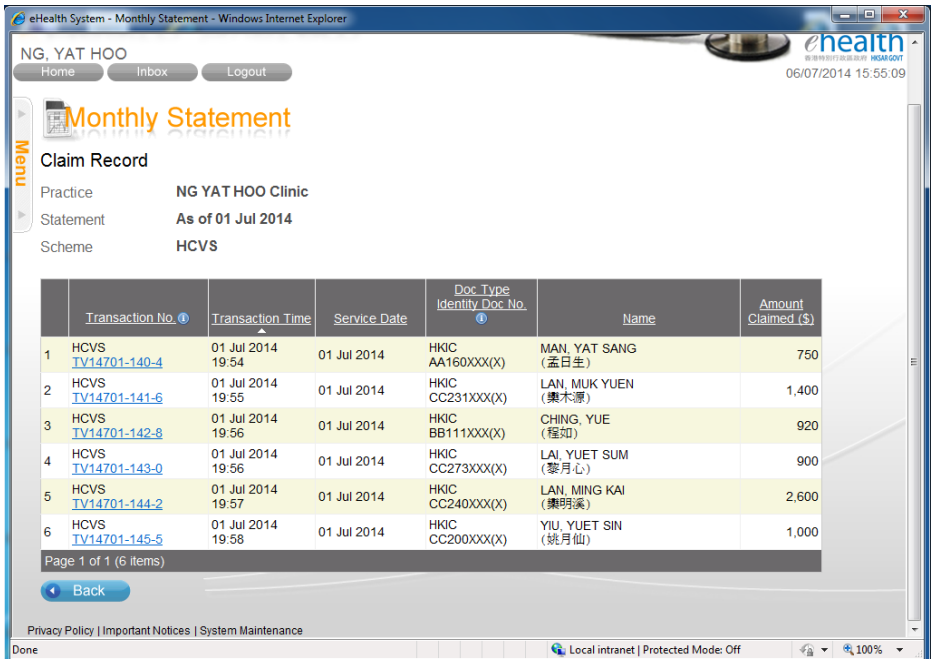

eHealth System - Monthly Statement - Windows Internet Explorer
NG, YAT HOO
Home
Inbox
Logout
ehealth
06/07/2014 15:55:09
Monthly Statement
Menu
Claim Record
Practice
NG YAT HOO Clinic
Statement
As of 01 Jul 2014
Scheme
HCVS
Transaction No.
Transaction Time
Service Date
Doc Type Identity Doc No.
Name
Amount Claimed ($)
1 HCVS TV14701-140-4 01 Jul 2014 19:54 01 Jul 2014 HKIC AA160XXX(X) MAN, YAT SANG (孟日生) 750
2 HCVS TV14701-141-6 01 Jul 2014 19:55 01 Jul 2014 HKIC CC231XXX(X) LAN, MUK YUEN (藍木源) 1,400
3 HCVS TV14701-142-8 01 Jul 2014 19:56 01 Jul 2014 HKIC BB111XXX(X) CHING, YUE (程如) 920
4 HCVS TV14701-143-0 01 Jul 2014 19:56 01 Jul 2014 HKIC CC273XXX(X) LAI, YUET SUM (黎月心) 900
5 HCVS TV14701-144-2 01 Jul 2014 19:57 01 Jul 2014 HKIC CC240XXX(X) LAN, MING KAI (藍明溪) 2,600
6 HCVS TV14701-145-5 01 Jul 2014 19:58 01 Jul 2014 HKIC CC200XXX(X) YIU, YUET SIN (姚月仙) 1,000
Page 1 of 1 (6 items)
Back
Privacy Policy | Important Notices | System Maintenance
Done
Local intranet | Protected Mode: Off
100%

Fig. 7.9-6 Claim Record – List of Transactions of a specific scheme

eHealth System - Monthly Statement - Windows Internet Explorer
eHealth System
繁體 English
醫健通 ehealth
SHUM, WOON WO
Home Inbox Logout
20/06/2014 18:17:16
Monthly Statement
Menu
Claim Information
Account Information
Document Type Hong Kong Identity Card
Name LAI, SHUI FUNG (賴水鳳)
Date of Birth / Gender 30-06-1935 / Male
HKIC No. AA129XXX(X)
Date of Issue 30-05-07
Claim Information
Transaction No. TV11B15-3558362-8 (15 Nov 2011 16:22)
Confirmed Time 15 Nov 2011 16:22
Scheme Health Care Voucher Scheme
Transaction Status Reimbursed
Service Date 15 Nov 2011
Practice SHUM WOON WO Clinic (1)
Bank Account No. 000-X0X-X00X10X
Service Type Registered Medical Practitioners
Voucher Amount Claimed $700
Net Service Fee Charged Not Applicable
Reason for Visit
Principal Management of acute episodic condition - Management of acute infections
Created By 90000300
Back
Privacy Policy | Important Notices | System Maintenance
100%

Fig. 7.9-7 Claim Information

eHealth System - Inbox - Windows Internet Explorer
eHealth System
繁體 English
醫健通 ehealth
SHUM, WOON WO
Home Inbox Logout
20/06/2014 18:20:49
Inbox
Menu
Inbox
Reimbursement Notification
Inbox (3)
Trash
Subject Reimbursement Notification
Receive Date 12 Mar 2014 10:36
Status Read
現通知閣下以2014年02月21日為止的索款申報經已完成, 發還金額將於本電郵發出後起14天內存入閣下指定之銀行戶口內。
如需要查看已發還交易詳情, 請登入"月結單"作詳細查詢。
衞生署
Please note that the reimbursement claims as of 21 Feb 2014 have already been processed. The reimbursement amount will be credited to the bank you had previously designated within 14 days of this notification.
Please check the "Monthly Statement" for details of the reimbursed transactions.
Department of Health
Delete Mark as Unread
Privacy Policy | Important Notices | System Maintenance
100%

Fig. 7.9-8 Reimbursement Notification

7.10 Vaccination Record Enquiry

Service provider and data entry account can enquire immunization records for service

recipient via the 'Vaccination Record Enquiry' function in the menu.

a. In the menu, click the menu item 'Vaccination Record Enquiry'. (Fig. 7.10-1)
b. Select the document type, input document no. and date of birth. Then press 'Search' button. Or you can choose to read data from Smart IC. (Fig 7.10-2)
   - Document type, document no., date of birth, English name and gender are the keys to match immunization records from different information providers. For validated eHS account, the corresponding English name and gender are retrieved from system for matching.
   - If the service recipient is not a validated eHealth account, you have to input the English name and select the gender. Then press 'Next' button. (Fig. 7-10.3) The entered details are shown and you can press 'Proceed to Enquiry' button. (Fig. 7-10.4)
c. The vaccination records are shown. (Fig 7.10-5a) You can continue the claim by pressing 'Proceed to Claim'. For the available document types of different information providers and the available types of immunization records, you can refer to the legend in the screen (Fig 7.10-5b).

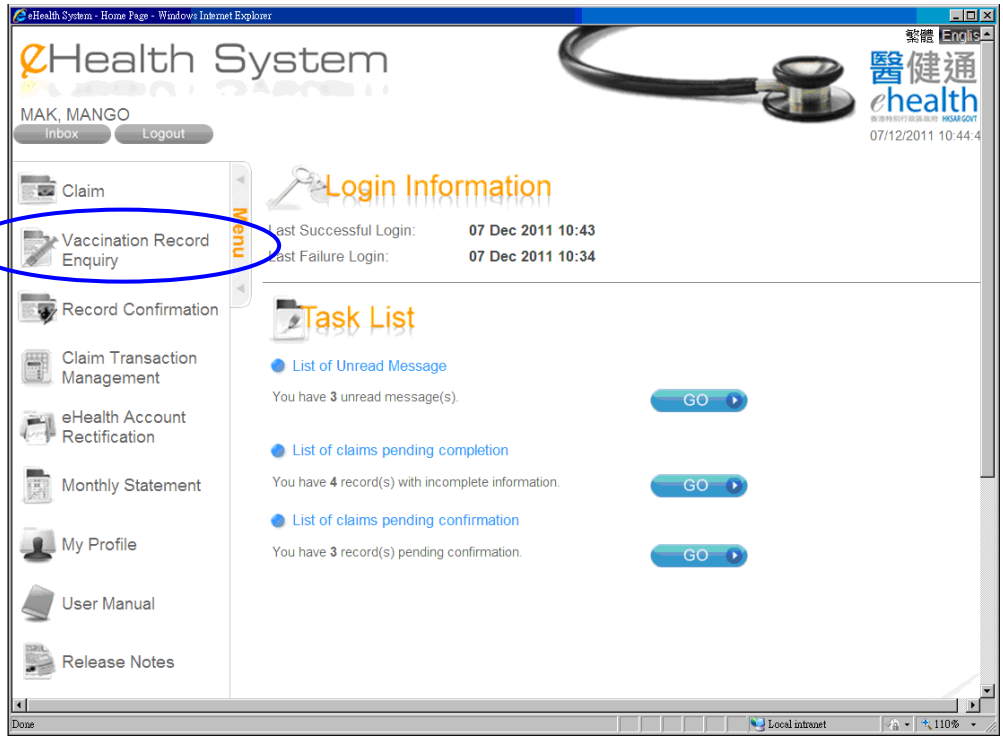


Fig 7.10-1 Home page – Select "Vaccination Record Enquiry"

Fig 7.10-2 Search Account

Fig 7.10-3 Input Recipient Information for non-validated eHealth account.

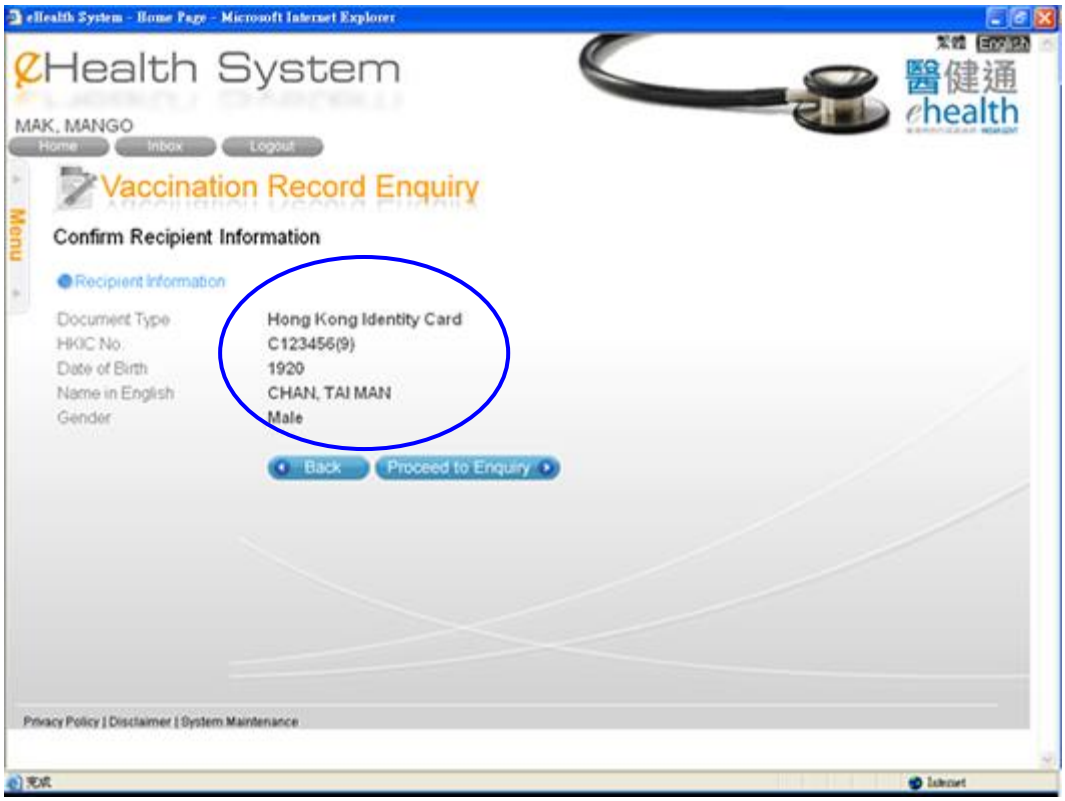


Fig 7.10-4 Service Recipient Information

eHealth System
MAK, MANGO
Home
Inbox
Logout
Vaccination Record Enquiry
Account Information
Document Type Hong Kong Identity Card
Name CHAN, TAI MAN
HKIC No. C123456(9)
Date of Birth / Gender 1920 / Male
Vaccination Record
No. of records: eHealth System (1) Hospital Authority (2)
Injection Date
Vaccine
Dose
Information Provider
Remarks
1 19 Jul 2010 Seasonal Influenza 2009/2010 N/A Hospital Authority
2 03 Feb 2010 Human Swine Influenza 2009/2010 N/A Enrolled Doctors (eHS)
3 11 Dec 2009 Seasonal Influenza 2009/2010 N/A Hospital Authority
Page 1 of 1 (3 items)
Disclaimer
The immunization record shown on this page (only include pneumococcal vaccination, seasonal influenza vaccination and human swine influenza vaccination) is to the best knowledge of the information provider and may not be exhaustive. Service Provider is advised to verify the vaccination history with the patient before administering the vaccine.
Return
Proceed to Claim
Privacy Policy | Disclaimer | System Maintenance

Fig 7-10.5a Vaccination Records are shown.

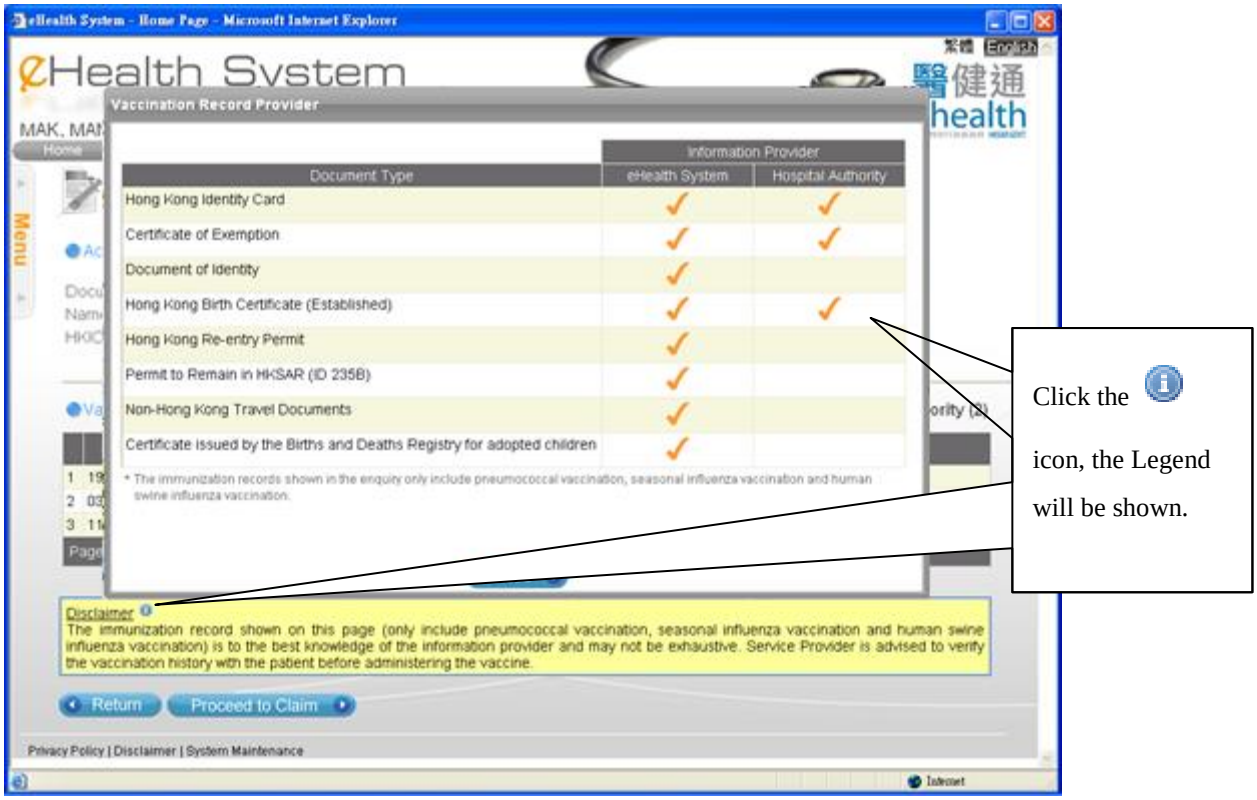

eHealth System
Vaccination Record Provider
Information Provider
Document Type
eHealth System
Hospital Authority
Hong Kong Identity Card
Certificate of Exemption
Document of Identity
Hong Kong Birth Certificate (Established)
Hong Kong Re-entry Permit
Permit to Remain in HKSAR (ID 235B)
Non-Hong Kong Travel Documents
Certificate issued by the Births and Deaths Registry for adopted children
* The immunization records shown in the enquiry only include pneumococcal vaccination, seasonal influenza vaccination and human swine influenza vaccination.
Click the icon, the Legend will be shown.
Disclaimer
The immunization record shown on this page (only include pneumococcal vaccination, seasonal influenza vaccination and human swine influenza vaccination) is to the best knowledge of the information provider and may not be exhaustive. Service Provider is advised to verify the vaccination history with the patient before administering the vaccine.
Return
Proceed to Claim
Privacy Policy | Disclaimer | System Maintenance

Fig 7-10.5b Legend of Vaccination Record Provider

7.11 Text-only version

Service provider and data entry account can perform claim transaction and void transaction via text-only version. The steps in text-only version are basically the same as those in web version.

User can click the "Text Only Version" in the login page of eHealth System. (Fig. 7.11-1) Then select the Account Type and input the user information to login the system. (Fig. 7.11-2)

Fig. 7.11-1

Fig. 7.11-2 Text only version

7.11.1 Claim Transaction

The steps for claiming are basically the same as that in web version except the screen layout is simpler. Below are the screen dumps on claiming HCVS for reference.

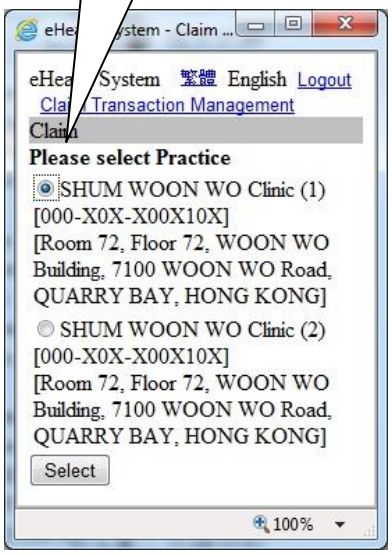

Select the "Practice" and press "Select" button.
eHealth System 繁體 English Logout
Transaction Management
Claim
Please select Practice
SHUM WOON WO Clinic (1)
[000-X0X-X00X10X]
[Room 72, Floor 72, WOON WO Building, 7100 WOON WO Road, QUARRY BAY, HONG KONG]
SHUM WOON WO Clinic (2)
[000-X0X-X00X10X]
[Room 72, Floor 72, WOON WO Building, 7100 WOON WO Road, QUARRY BAY, HONG KONG]
Select
100%

Fig. 7.11.1-1

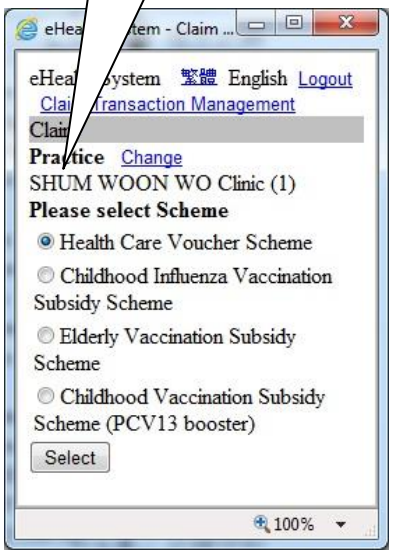


Fig. 7.11.1-2

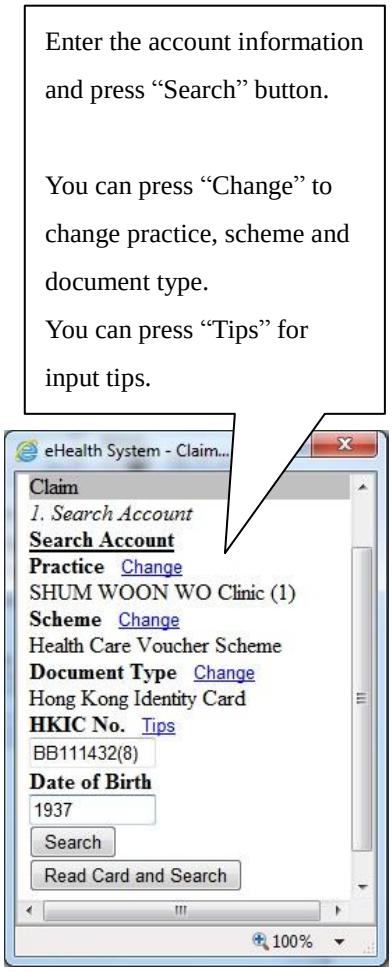


Fig. 7.11.1-3

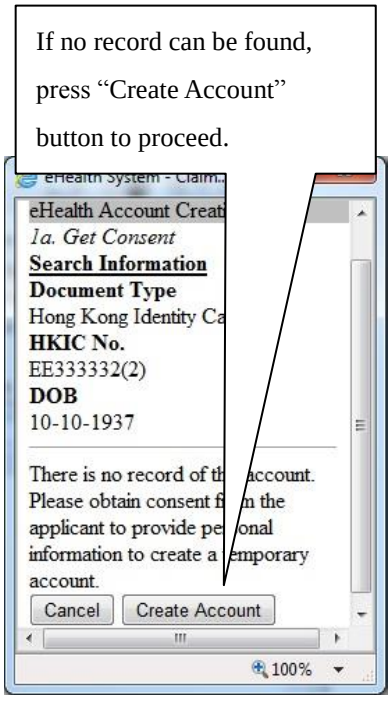


Fig. 7.11.1-4

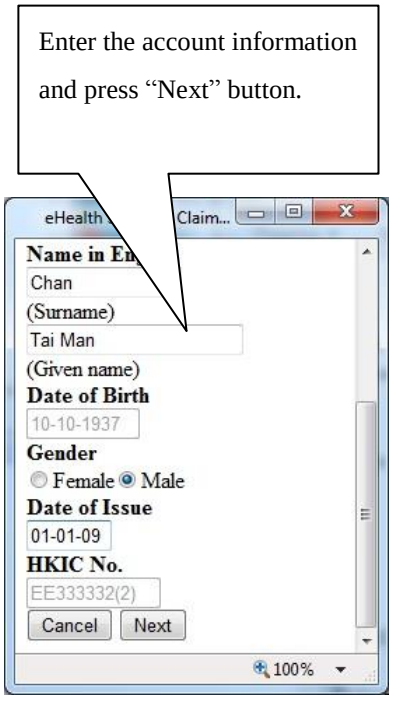


Fig. 7.11.1-5

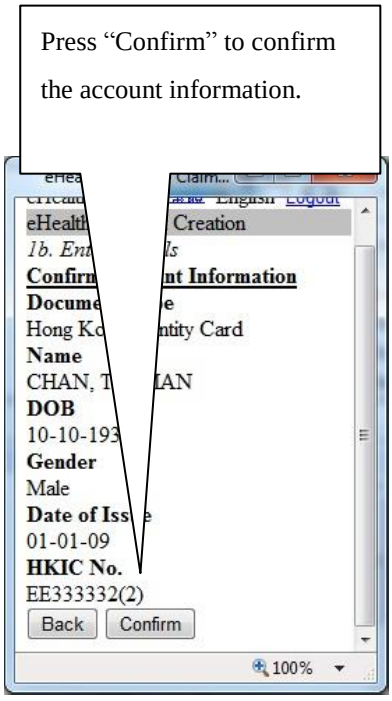


Fig. 7.11.1-6

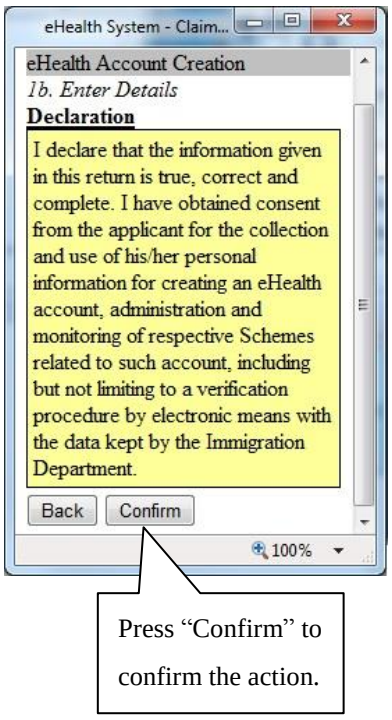

eHealth System - Claim...
eHealth Account Creation
1b. Enter Details
Declaration
I declare that the information given in this return is true, correct and complete. I have obtained consent from the applicant for the collection and use of his/her personal information for creating an eHealth account, administration and monitoring of respective Schemes related to such account, including but not limiting to a verification procedure by electronic means with the data kept by the Immigration Department.
Back
Confirm
100%
Press "Confirm" to confirm the action.

Fig. 7.11.1-7

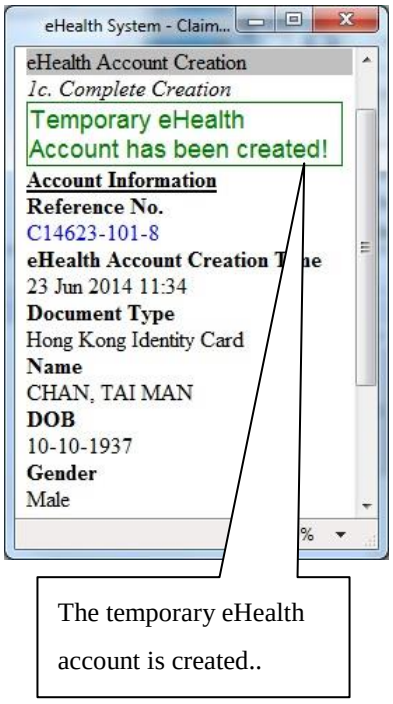


Fig. 7.11.1-8

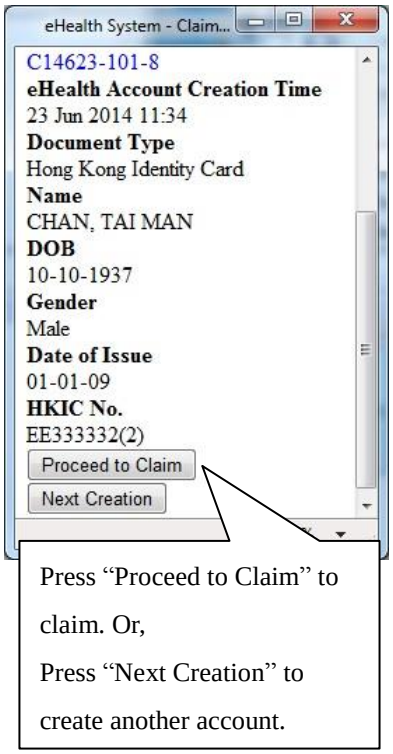


Fig. 7.11.1-9

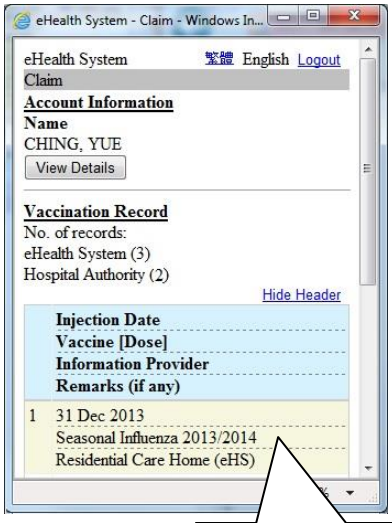


Fig. 7.11.1-10a

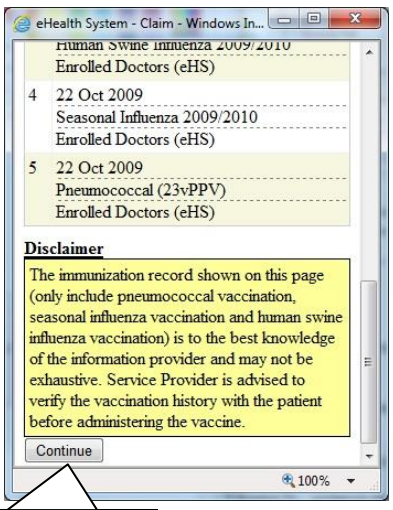

eHealth System - Claim - Windows In...
Enrolled Doctors (eHS)
4 22 Oct 2009
Seasonal Influenza 2009/2010
Enrolled Doctors (eHS)
5 22 Oct 2009
Pneumococcal (23vPPV)
Enrolled Doctors (eHS)
Disclaimer
The immunization record shown on this page (only include pneumococcal vaccination, seasonal influenza vaccination and human swine influenza vaccination) is to the best knowledge of the information provider and may not be exhaustive. Service Provider is advised to verify the vaccination history with the patient before administering the vaccine.
Continue
100%
If service recipient has the vaccination record which provided by the information provider, the vaccination record will be shown.

Fig. 7.11.1-10b

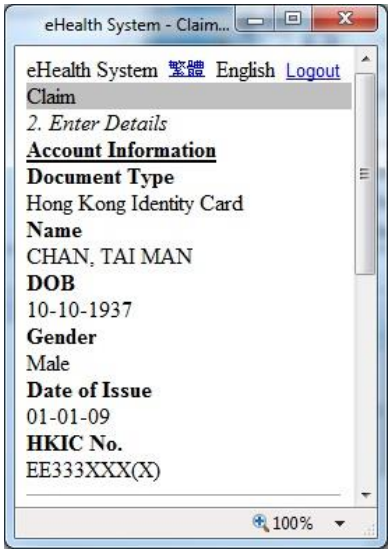


Fig. 7.11.1-11

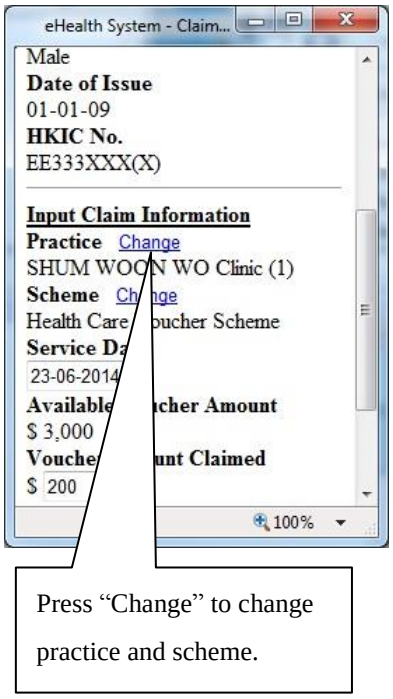


Fig. 7.11.1-12

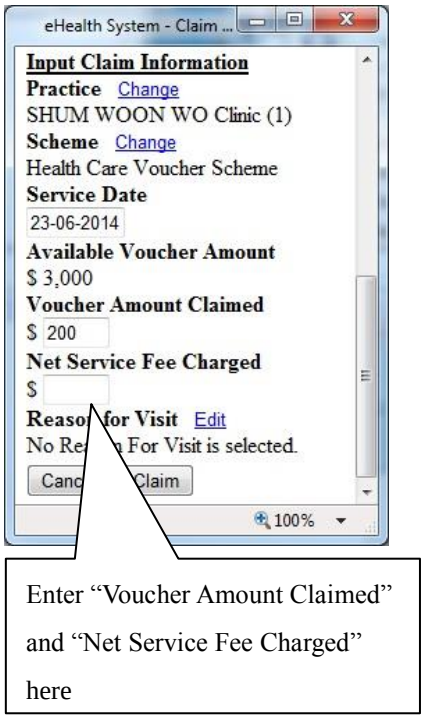


Fig. 7.11.1-13

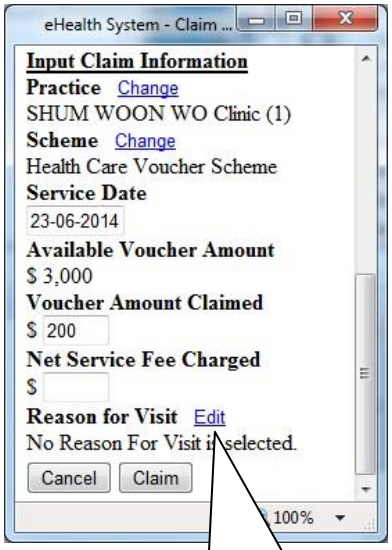


Fig. 7.11.1-14

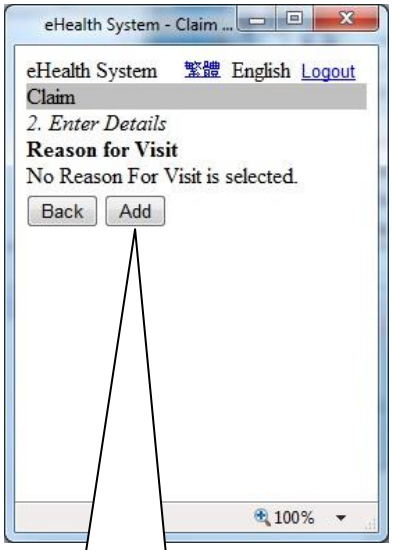


Fig. 7.11.1-15

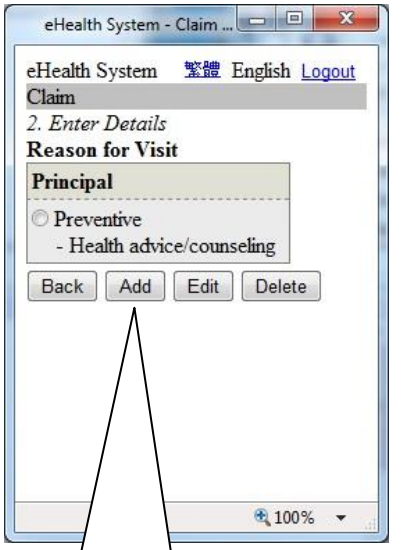


Fig. 7.11.1-16

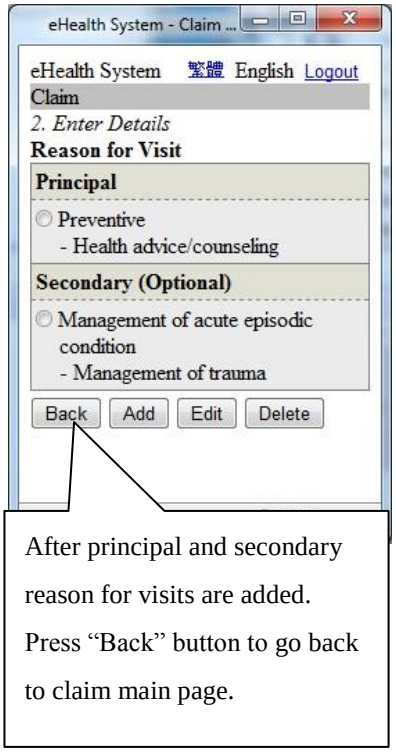


Fig. 7.11.1-17

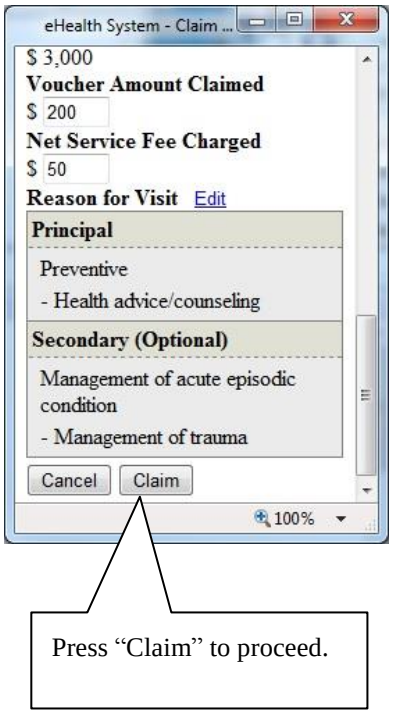


Fig. 7.11.1-18

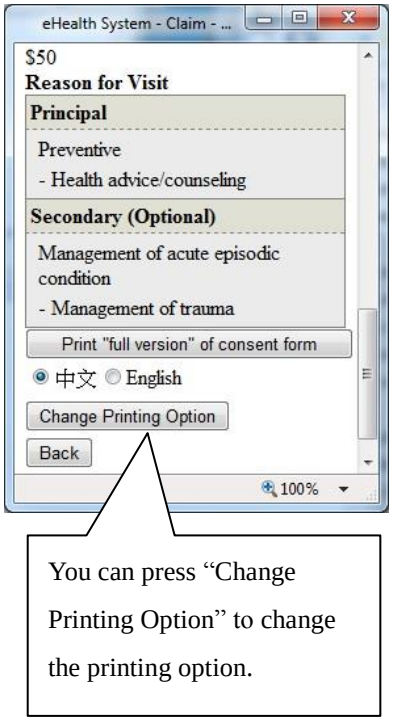


Fig. 7.11.1-19

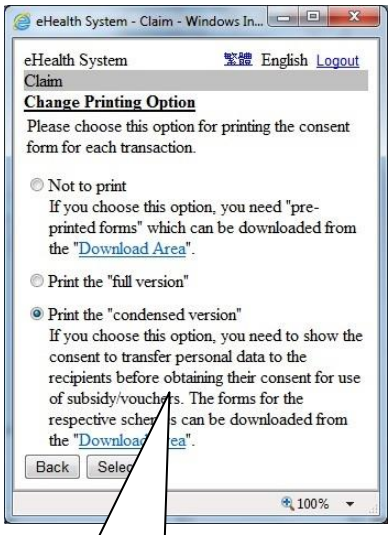

eHealth System - Claim - Windows In...
eHealth System 繁體 English Logout
Claim
Change Printing Option
Please choose this option for printing the consent form for each transaction.
Not to print
If you choose this option, you need "pre-printed forms" which can be downloaded from the "Download Area".
Print the "full version"
Print the "condensed version"
If you choose this option, you need to show the consent to transfer personal data to the recipients before obtaining their consent for use of subsidy/vouchers. The forms for the respective schemes can be downloaded from the "Download Area".
Back
100%
Select a printing option.

Fig. 7.11.1-20

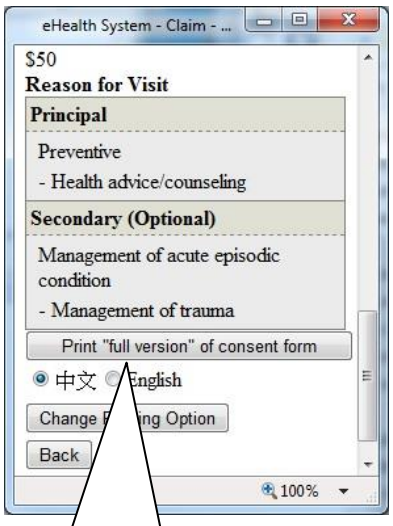


Fig. 7.11.1-21

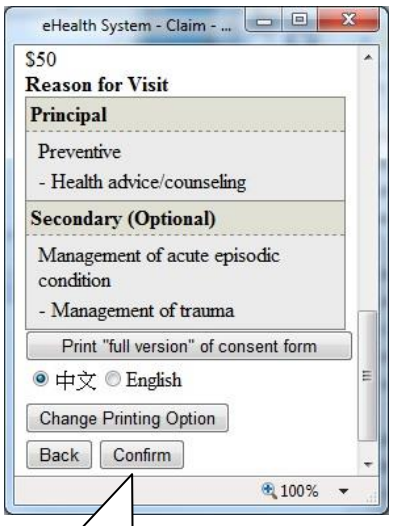
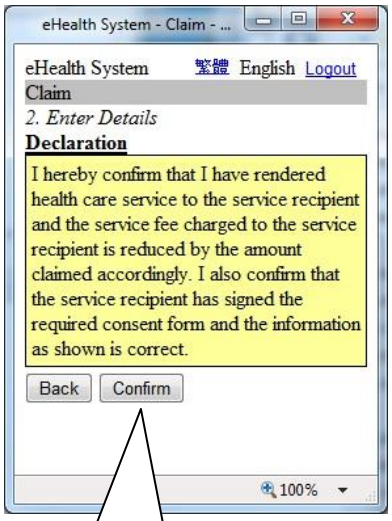
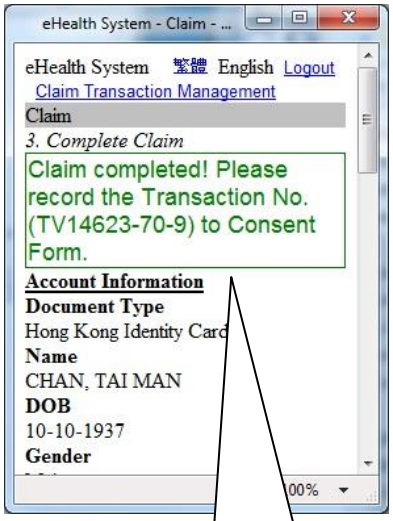


Fig. 7.11.1-22


eHealth System - Claim - ...
eHealth System 繁體 English Logout
Claim
2. Enter Details
Declaration
I hereby confirm that I have rendered health care service to the service recipient and the service fee charged to the service recipient is reduced by the amount claimed accordingly. I also confirm that the service recipient has signed the required consent form and the information as shown is correct.
Back
Confirm
100%

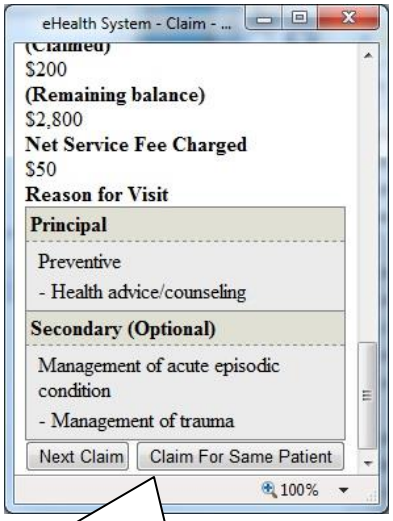
Read the "Declaration" and press "Confirm".

Fig. 7.11.1-23



The claim is completed.

Fig. 7.11.1-24



Press "Next Claim" to do another claim OR
Press "Claim For Same Patient" to claim for the same patient for other subsidies.

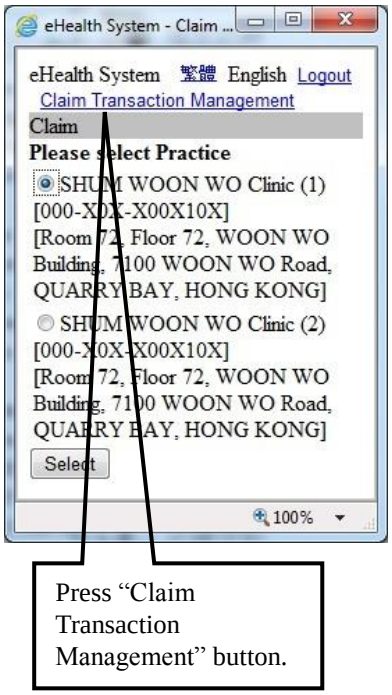
Fig. 7.11.1-25

Fig. 7.11.1-1 to Fig. 7.11.1-25 Claim Transaction

7.11.2 Claim Transaction Management (Enquiry or input incomplete claim information for HCVS)

HCVS claim can be modified via pressing the link of 'Claim Transaction Management'.

a. Press the link 'Claim Transaction Management'. (Fig. 7.11.2-1)
b. Select the method, either using transaction no. or eHealth account, to search the corresponding claim transaction by clicking the button. (Fig. 7.11.2-2)
   - By clicking the button of 'Search By Transaction No.', you have to input the Transaction no. for system to search.
   - By clicking the button of 'Search By eHealth Account', you have to enter the account information for searching. (Fig. 7.11.2-3)
     i. Press 'Change' to change the document type.
     ii. Press 'Tips' for the input tips of the search information.
c. Press 'Search' button.
   - By selection of transaction no., the transaction details are displayed.
   - By selection of eHealth Account, the transactions with transaction date and transaction no. are displayed. (Fig. 7.11.2-4) You have to select the transaction by clicking the corresponding radio button. Press 'Select' button. The transaction details are displayed.
d. In the transaction details page:
   - You may press the 'Void' button to void the transaction.
   - If the claim is for HCVS, you may press the 'modify' button to input the outstanding information. (Fig. 7.11.2-5 to Fig. 7.11.2-8)


eHealth System - Claim ...
eHealth System 繁體 English Logout
Claim Transaction Management
Claim
Please select Practice
SHUM WOON WO Clinic (1)
[000-X0X-X00X10X]
[Room 72, Floor 72, WOON WO Building, 7100 WOON WO Road, QUARRY BAY, HONG KONG]
SHUM WOON WO Clinic (2)
[000-X0X-X00X10X]
[Room 72, Floor 72, WOON WO Building, 7100 WOON WO Road, QUARRY BAY, HONG KONG]
Select
100%
Press "Claim Transaction Management" button.

7.11.2-1

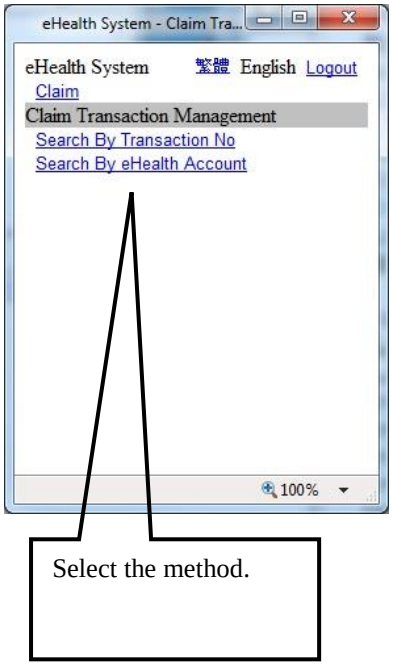


Fig. 7.11.2-2

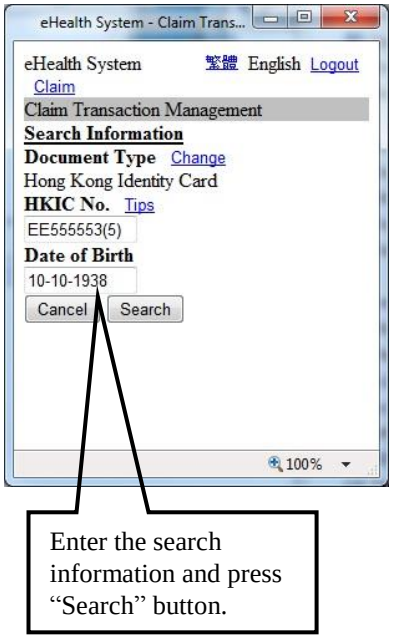


Fig. 7.11.2-3

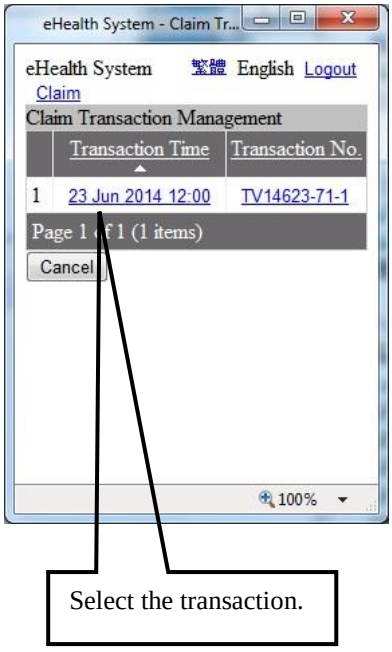


Fig. 7.11.2-4

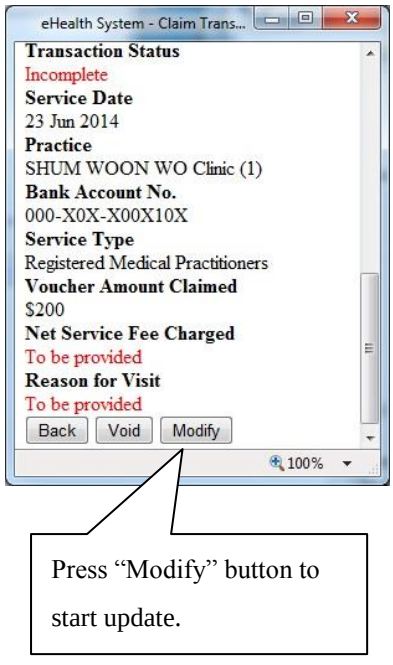


Fig. 7.11.2-5

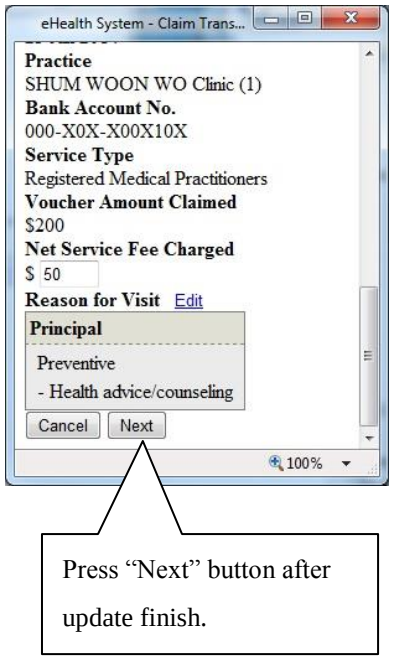
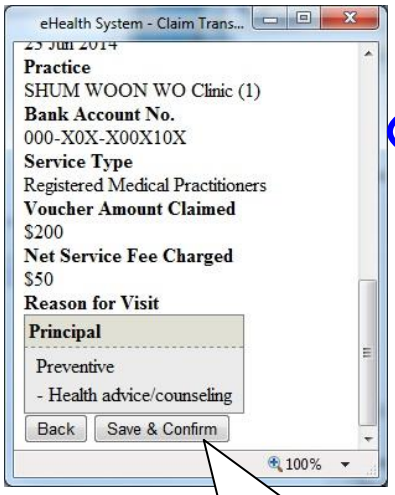


Fig. 7.11.2-6



Press "Save & Confirm" button to confirm.

Fig. 7.11.2-7

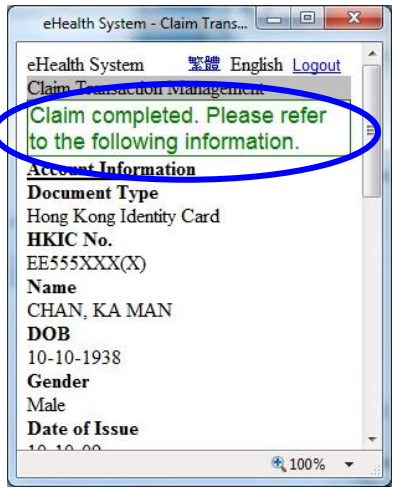


Fig. 7.11.2-8

Fig. 7.11.2-1 to Fig. 7.11.2-8 Claim Transaction Management

7.11.3 Void Claim

Claim can be voided via pressing the link of 'Claim Transaction Management'.

a. Press the link 'Claim Transaction Management'. (Fig. 7.11.3-1)
b. Select the method, either using transaction no. or eHealth account, to search the corresponding claim transaction by clicking the button. (Fig. 7.11.3-2)
   - By clicking the button of 'Search By Transaction No.', you have to input the Transaction no. for system to search.
   - By clicking the button of 'Search By eHealth Account', you have to enter the account information for searching. (Fig. 7.11.3-3)
     i. Press 'Change' to change the document type.
     ii. Press 'Tips' for the input tips of the search information.
c. Press 'Search' button.
   i. By selection of transaction no., the transaction details are displayed. You have to input the void reason.
   ii. By selection of eHealth Account, the most recent transactions (transaction date and transaction no.) are displayed for user to choose to void. (Fig. 7.11.3-4)
      - You have to select the transaction by clicking the corresponding radio button.
      - Press 'Select' button. The transaction details are displayed.
      - You have to input the void reason.
d. Press "Void" button. (Fig. 7.11.3-5)
e. Enter the void reason and press 'Confirm' button. (Fig. 7.11.3-6)
f. Press 'Confirm' button again to re-confirm the void action. (Fig. 7.11.3-7)
g. A void transaction no. is created for this void. You have to write down the void transaction no. to the consent form. (Fig. 7.11.3-8)
h. Press 'Return' to return to 'Claim Transaction Management' search page.

Press “Claim Transaction Management” button.
eHealth System - Claim ...
eHealth System 繁體 English Logout
Claim Transaction Management
Claim
Please select Practice
SHUM WOON WO Clinic (1)
[000-X0X-X00X10X]
[Room 72, Floor 72, WOON WO Building, 7100 WOON WO Road, QUARRY BAY, HONG KONG]
SHUM WOON WO Clinic (2)
[000-X0X-X00X10X]
[Room 72, Floor 72, WOON WO Building, 7100 WOON WO Road, QUARRY BAY, HONG KONG]
Select
100%

7.11.3-1

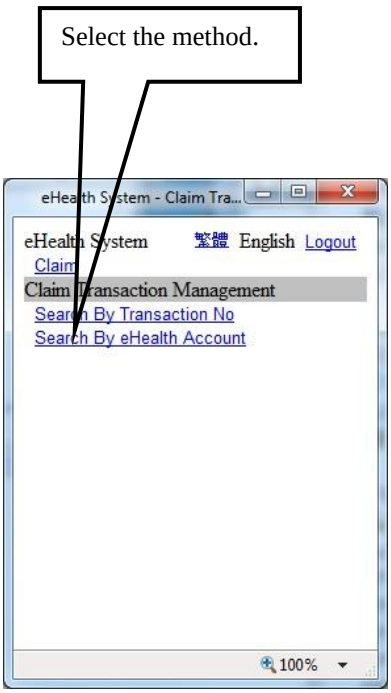


Fig. 7.11.3-2

Fig. 7.11.3-3

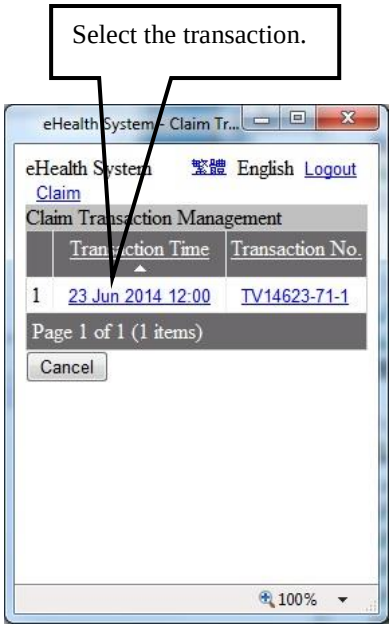


Fig. 7.11.3-4

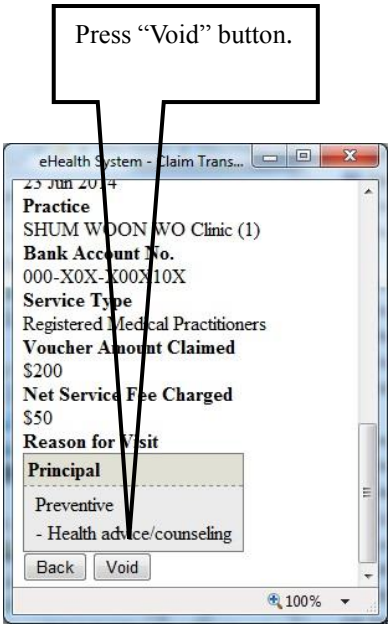


Fig. 7.11.3-5

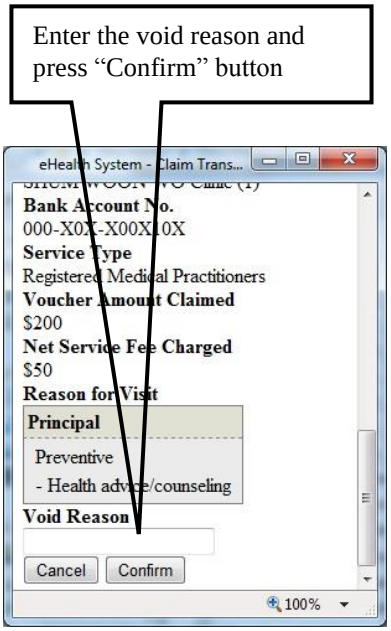


Fig. 7.11.3-6

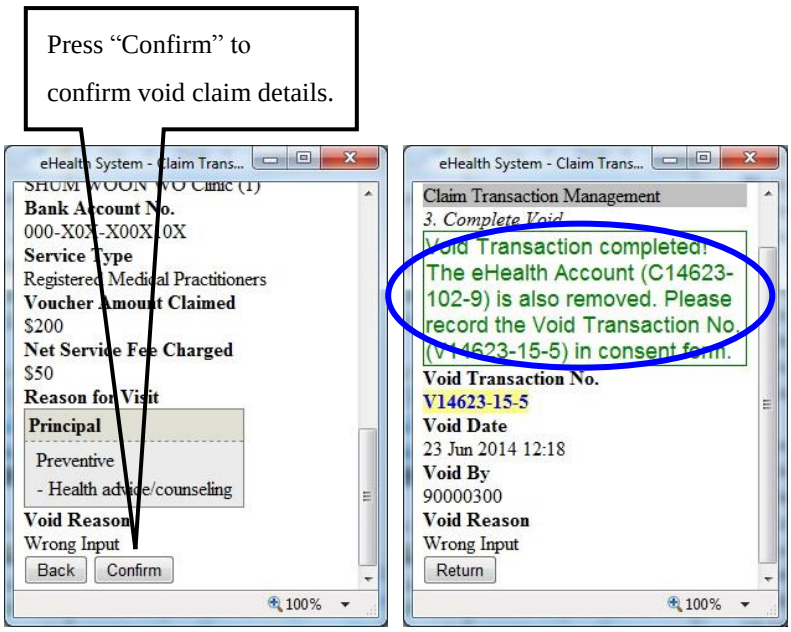


Fig. 7.11. 3-7 Fig. 7.11. 3-8

Fig. 7.11.3-1 to Fig. 7.11.3-8 Void Claim

Appendix 1 – Good practice related to Security for eHealth System user

Handling of Data:

a. Service providers should ensure that the access rights to information are granted on a need-to-know basis.

b. Every user has responsibility to safeguard the confidentiality of the data.

c. Sensitive data in printed format (such as eHealth account creation form, consent form) or pre-printed printout should be stored in secure locations (i.e. locked filing drawers and cabinets).

d. Access rights to the physical premises where information are located, should also be managed based on need-to-know basis.

Authentication:

e. Users should logout of the eHealth System immediately after use to avoid the risk of exposing data in the system to other persons.

f. Users must ensure their accounts/passwords/tokens are protected properly.

g. Users should protect own password carefully to avoid misused by others. Some suggestions are as below:

- change your password regularly;
- change your password immediately if you suspect that it has been compromised;
- do not write down your password unless with sufficient protection;
- do not tell or give out your passwords even for a very good reason;
- do not display your password on the monitor;
- do not send your password unencrypted especially via Internet email;

Data Entry Account Management:

h. Service provider should suspend data entry account in a timely manner when the user is no longer working for the post.

i. The use of group accounts should be avoided.

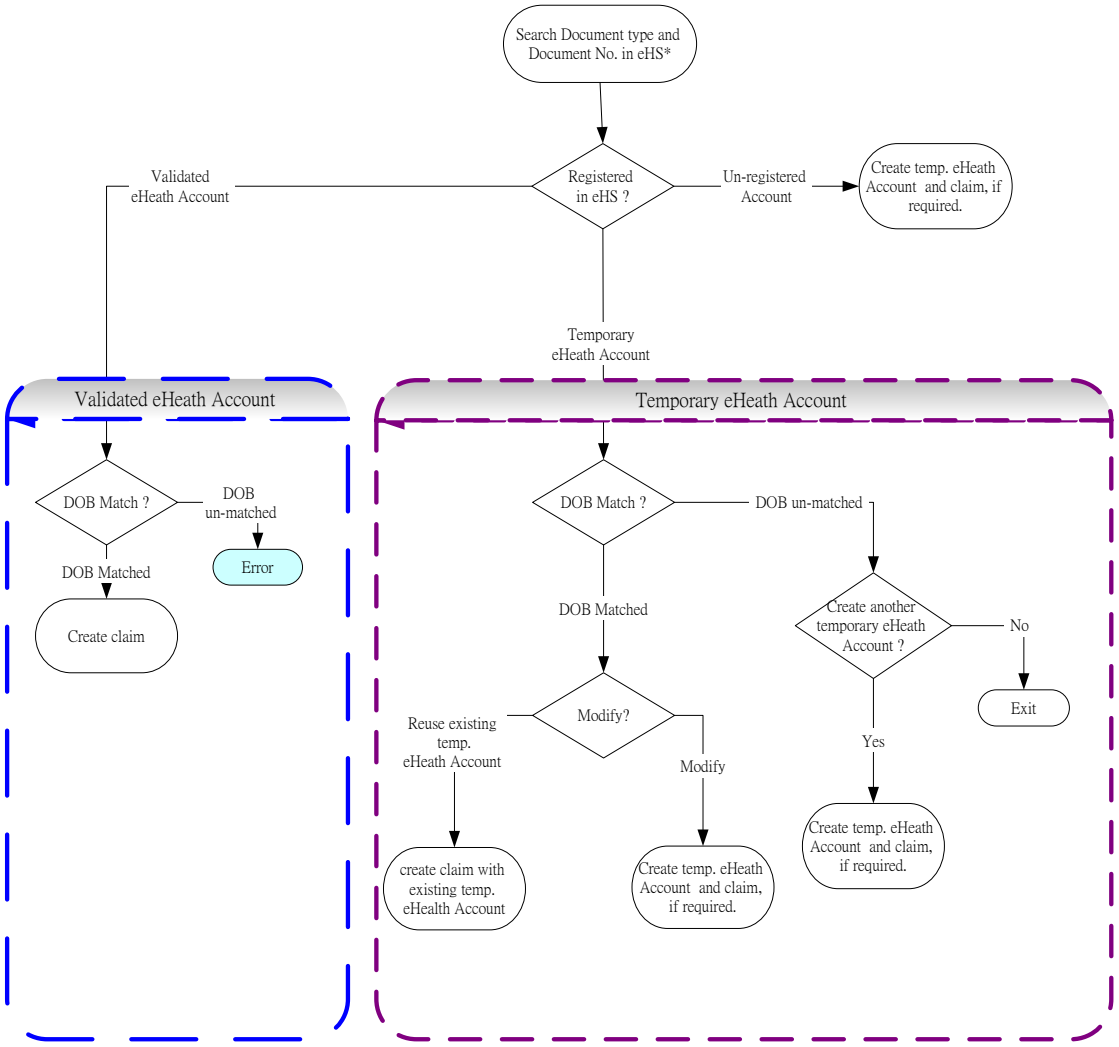
Appendix 2 – Function Access Right

	Access Right	
Function	**Service Provider**	**Data Entry Account**
Claim	✓	✓
Vaccination Record Enquiry	✓	✓
Record Confirmation	✓	x
Claim Transaction Management	✓	✓
eHealth Account Rectification	✓	✓
Monthly Statement	✓	x
My Profile	✓	✓
Inbox	✓	x
Claim (Text-only version)	✓	✓
Claim (IVRS version)	✓*	x
Void Claim Transaction (Text-only version)	✓	✓
Void Claim Transaction (IVRS version)	✓	x

Remark:

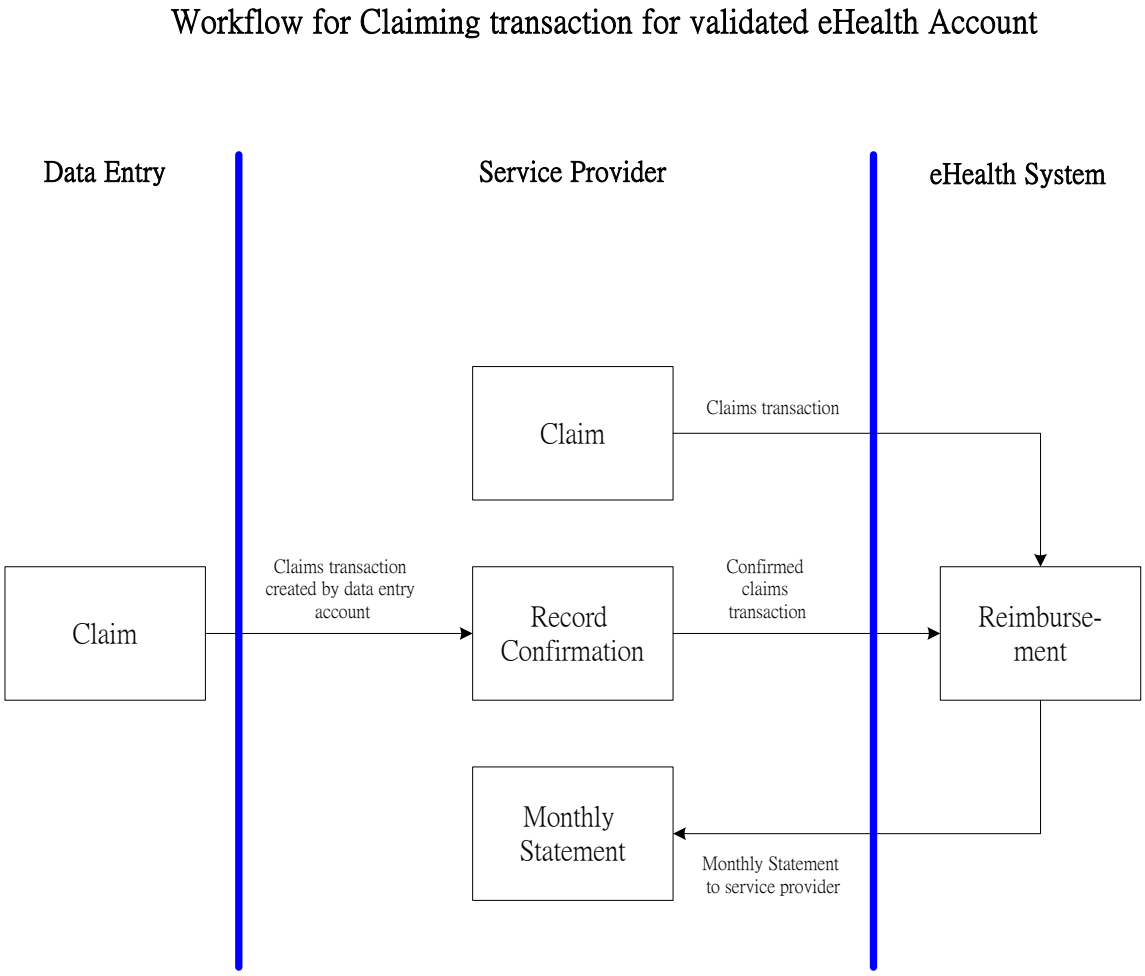
* IVRS is available for service providers enrolled in HCVS.

Appendix 3 – Claiming transaction

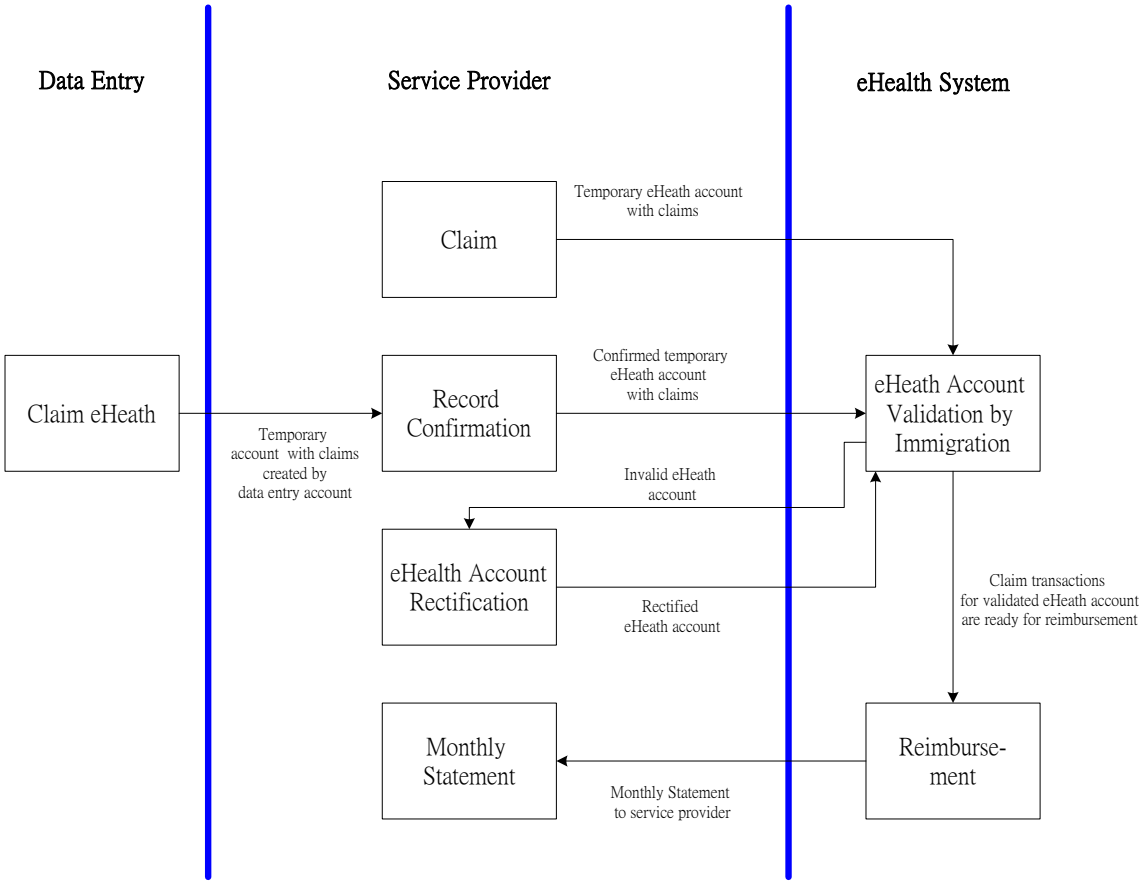


Remark:
* HKBC and HKIC with same identity document no. is treated as same person.

Appendix 4 – Workflow for service provider and data entry account to claim transaction



Workflow for Claiming Transaction for temporary eHealth account



Appendix 5 – Summary of reminders to alert service provider to rectify temporary eHealth account

Different reminders, for different outstanding day ranges, will be sent to remind service provider to rectify the outstanding temporary eHealth account details. If the temporary eHealth account has been outstanding for 29 days, back office may remove the account and void the related claim(s), if any.

Below is the summary:

Outstanding Days	Reminders
1-7 Days	a) Reminder message with subject 'Notice to rectify details in eHealth account' is sent to service provider's Inbox daily. (Fig. A5-1) b) 'List of Outstanding Temporary eHealth Account Pending Rectification' is shown under Task List in Home page. (Fig. A5-2)
8-14 Days	a) Same reminder message with subject 'Notice to rectify details in eHealth account' is sent to the Service provider's Inbox. b) Under Task List, the 'List of Outstanding Temporary eHealth Account Pending Rectification' change to red color and a message is shown below it. (Fig. A5-3)
15-21 Days	a) Another reminder message with subject 'REMINDER: Outstanding un-rectified eHealth account for 15 days' is sent to service provider's Inbox daily. (Fig. A5-4) b) Under Task List, the 'List of Outstanding Temporary eHealth Account Pending Rectification' remains in red color and same reminder message is shown below it. (Fig. A5-3)
22-29 Days	a) For service provider and the delegated data entry account(s), after login, a popup reminder message will be shown. It is to remind service provider to rectify the details of eHealth account, otherwise the eHealth account will be removed and the related claim(s), if any, will be voided by back office. (Fig. A5-5) b) Same reminder message with subject 'REMINDER:

	Outstanding unrectified eHealth account for 15 days' is sent to service provider's Inbox daily. (Fig. A5-4) c) Under Task List, the 'List of Outstanding Temporary eHealth Account Pending Rectification' remains in red color and same reminder message is shown below it. (Fig. A5-3)
>29 Days	After temporary eHealth account has been outstanding for 29 days, back office of respective scheme may remove the temporary account and void the related claim(s), if any. Before the removal of temporary account, service provider will still receive the same reminders as that outstanding for 22-29 days. (i.e. Fig. A5-3, A5-4, A5-5) After the temporary account is removed by back office of respective scheme, a message with subject 'Removal of un-rectified eHealth account' will be sent to the service provider's Inbox (Fig. A5-6). Afterwards, no reminders will be sent to service provider.

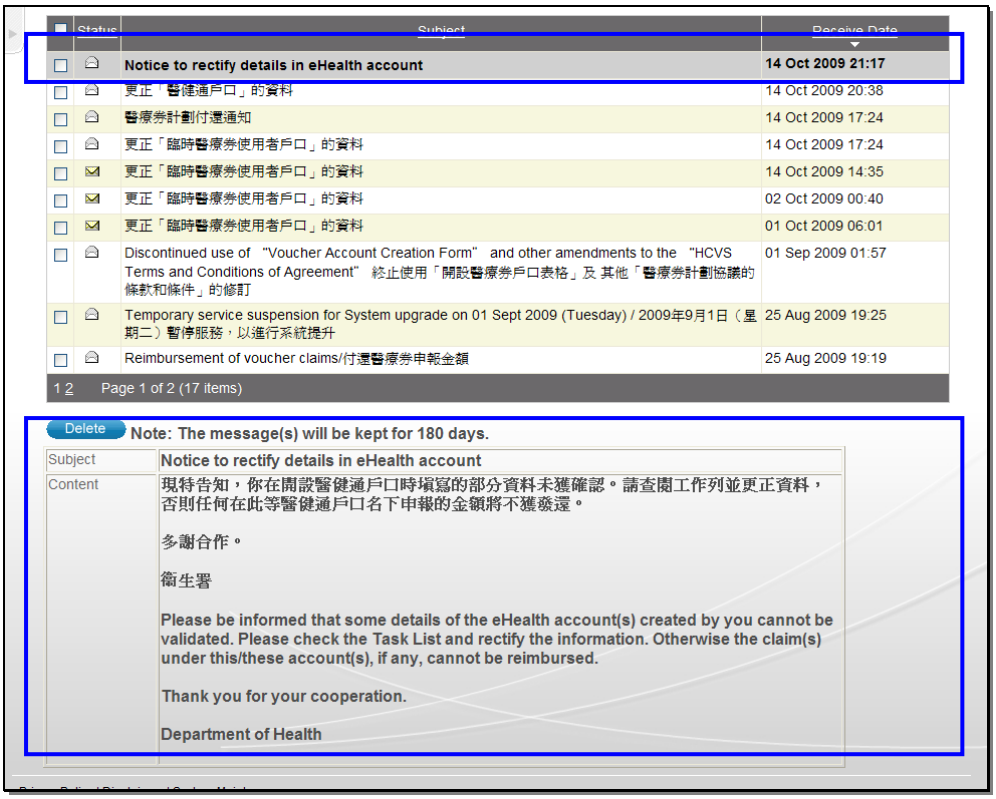

Status
Subject
Receive Date
Notice to rectify details in eHealth account
14 Oct 2009 21:17
更正「醫健通戶口」的資料
14 Oct 2009 20:38
醫療券計劃付還通知
14 Oct 2009 17:24
更正「臨時醫療券使用者戶口」的資料
14 Oct 2009 17:24
更正「臨時醫療券使用者戶口」的資料
14 Oct 2009 14:35
更正「臨時醫療券使用者戶口」的資料
02 Oct 2009 00:40
更正「臨時醫療券使用者戶口」的資料
01 Oct 2009 06:01
Discontinued use of "Voucher Account Creation Form" and other amendments to the "HCVS Terms and Conditions of Agreement" 終止使用「開設醫療券戶口表格」及其他「醫療券計劃協議的條款和條件」的修訂
01 Sep 2009 01:57
Temporary service suspension for System upgrade on 01 Sept 2009 (Tuesday) / 2009年9月1日（星期二）暫停服務，以進行系統提升
25 Aug 2009 19:25
Reimbursement of voucher claims/付還醫療券申報金額
25 Aug 2009 19:19
1 2 Page 1 of 2 (17 items)
Delete
Note: The message(s) will be kept for 180 days.
Subject
Notice to rectify details in eHealth account
Content
現特告知，你在開設醫健通戶口時填寫的部分資料未獲確認。請查閱工作列並更正資料，否則任何在此等醫健通戶口名下申報的金額將不獲發還。
多謝合作。
衞生署
Please be informed that some details of the eHealth account(s) created by you cannot be validated. Please check the Task List and rectify the information. Otherwise the claim(s) under this/these account(s), if any, cannot be reimbursed.
Thank you for your cooperation.
Department of Health

Fig. A5-1 Message to service provider's inbox for no. of outstanding days <15

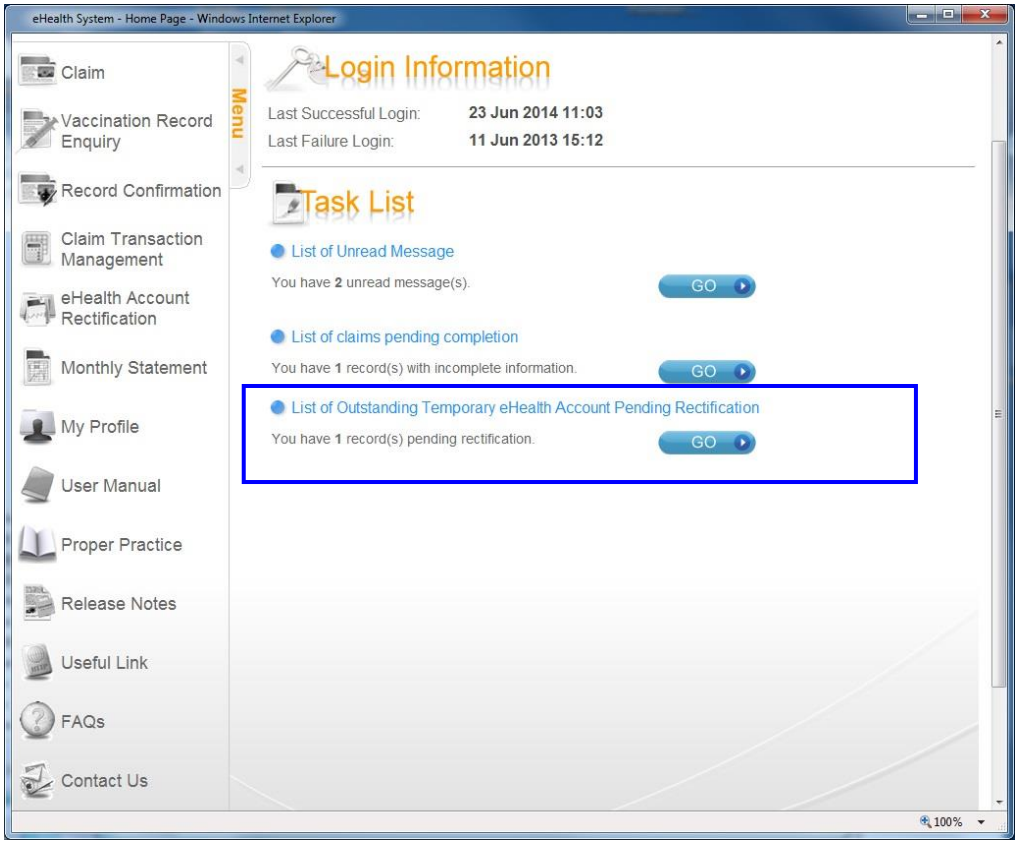


Fig. A5-2 Task List for no. of outstanding days <8

Fig. A5-3 Task List for no. of outstanding days >=8

https://192.168.99.151 - eHealth System - Inbox - Microsoft Internet Explorer
Inbox
Menu
Please select mailbox: Inbox Trash
Status
Subject
Receive Date
Health Care Voucher Scheme Reimbursement Notification
24 Nov 2008 14:08
REMINDER: Outstanding unrectified eHealth account for 15 days
18 Nov 2008 12:26
Page 1 of 1 (2 items)
Delete
Subject
REMINDER: Outstanding unrectified eHealth account for 15 days
Content
儘管你已收到多封催辦信要求你更正此等醫健通戶口的資料，但此戶口逾15天仍未被處理。 現要求你盡快更正該等醫健通戶口的資料，否則任何在此等醫健通戶口下申報的金額將不獲發還。
多謝合作。
衞生署
In spite of repeated reminders for you to rectify the details of the eHealth account(s), this/these account(s) has/have remained outstanding for 15 days. You are advised to rectify the details without delay; otherwise the claim(s) under this/these account(s), if any, cannot be reimbursed.
Thank you for your cooperation.
Department of Health
Privacy Policy | Disclaimer
完成
網際網路

Fig. A5-4 Message to service provider’s inbox for no. of outstanding days >=15

eHealth System - Home Page - Windows Internet Explorer
eHealth System
KAN, PLEASURE
Inbox
Logout
繁體 English
醫健通 ehealth
20/06/2014 18:27:50
Claim
Record Confirmation
Claim Transaction Management
eHealth Account Rectification
Monthly Statement
My Profile
User Manual
Proper Practice
Release Notes
Useful Link
Menu
Login Information
Last Successful Login: 20 Jul 2013 15:56
Last Failure Login: 20 Jul 2013 15:55
Attention
This is the FINAL REMINDER for you to rectify the details of the eHealth account(s) which has/have remained outstanding for at least 22 days.
You are strongly urged to rectify the details of the eHealth account(s) IMMEDIATELY!
You should make rectification by 19 Jan 2011, otherwise the eHealth account will be removed and the claim(s), if any, will be voided.
OK
100%

Fig. A5-5 A popup window after login for no. of outstanding days >=22

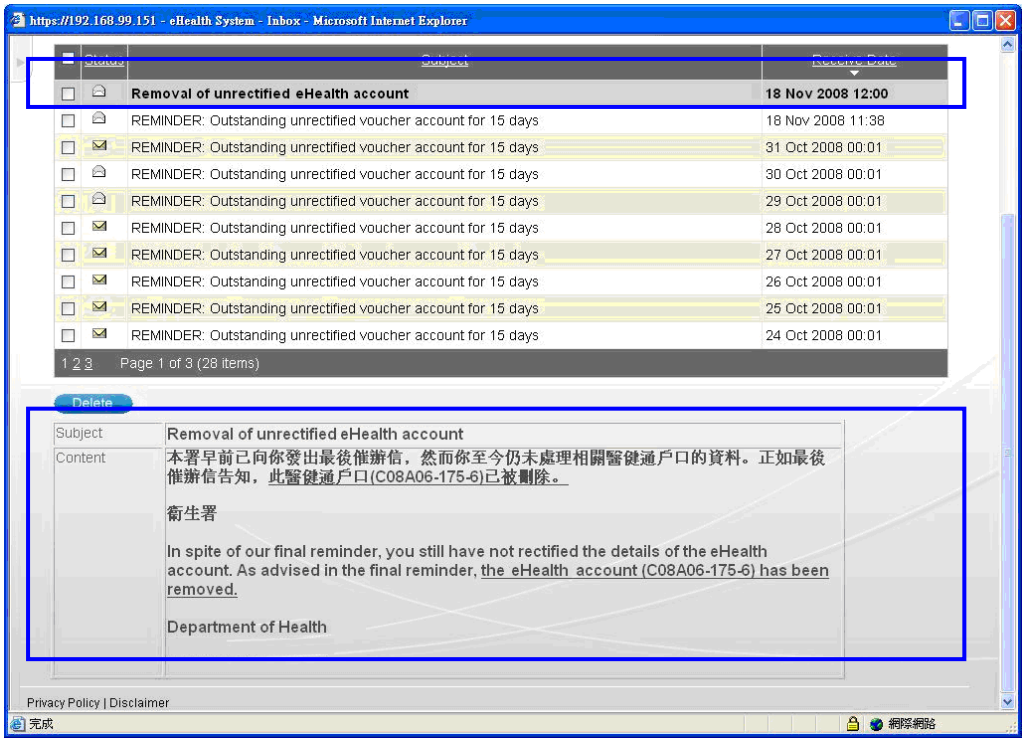

https://192.168.99.151 - eHealth System - Inbox - Microsoft Internet Explorer
Status
Subject
Receiving Date
Removal of unrectified eHealth account
18 Nov 2008 12:00
REMINDER: Outstanding unrectified voucher account for 15 days
18 Nov 2008 11:38
31 Oct 2008 00:01
30 Oct 2008 00:01
29 Oct 2008 00:01
28 Oct 2008 00:01
27 Oct 2008 00:01
26 Oct 2008 00:01
25 Oct 2008 00:01
24 Oct 2008 00:01
1 2 3 Page 1 of 3 (28 items)
Delete
Subject
Removal of unrectified eHealth account
Content
本署早前已向你發出最後催辦信，然而你至今仍未處理相關醫健通戶口的資料。正如最後催辦信告知，此醫健通戶口(C08A06-175-6)已被刪除。
衞生署
In spite of our final reminder, you still have not rectified the details of the eHealth account. As advised in the final reminder, the eHealth account (C08A06-175-6) has been removed.
Department of Health
Privacy Policy | Disclaimer
完成
網際網路

Fig. A5-6 Message to service provider's inbox after removal of un-rectified eHealth account

Appendix 6 – Accepted document list for different schemes

Document Type [Abbreviation]	Health Care Voucher Scheme (HCVS)	Childhood Influenza Vaccination Subsidy Scheme (CIVSS)	Elderly Vaccination Subsidy Scheme (EVSS)	Residential Care Home Vaccination Programme (RVP)
Hong Kong Identity Card [HKIC]	✓	✓	✓	✓
Certificate of Exemption [EC]	✓		✓	✓
Document of Identity [Doc/I]		✓		✓
Hong Kong Birth Certificate [HKBC]		✓		✓
Re-entry Permit [REPMT]		✓		✓
Permit to Remain in HKSAR (ID235B) [ID235B]		✓		✓
Non-Hong Kong Travel Document [VISA]		✓		✓
Adoption Certificate [ADOPC]		✓		✓

Appendix 7 – Fields description for different identity document types

Claim – Search Account

Screen Name*	Field Name	Description	Field Format^
Search Account	Pre-filled Consent No.	Pre-filled Consent No. is generated after complete the "Online Pre-Filling Consent Form" (applicable for CIVSS)	i. 999999999-9 ii. 9999999999
Search Account (HKIC, EC)	HKIC No.	HKIC No.	i. XX999999(Z) ii. XX999999Z
Search Account (HKBC)	Registration No.	Registration No.	i. XX999999(Z) ii. XX999999Z
Search Account (Doc/I)	Document No.	Document No.	ZZZZZZZZZ
Search Account (Re-entry Permit)	Re-entry Permit No.	Re-entry Permit No.	XX9999999
Search Account (ID235B)	Birth Entry No.	Birth Entry No.	XX999999
Search Account (Non-Hong Kong Travel Documents)	Visa/Reference No.	Visa/Reference No.	XXXX-9999999-99(Z) XXXX999999999Z
Search Account (Adoption Certificate)	No. of Entry	No. of Entry	X999999/99999
Search Account (HKIC, HKBC, Doc/I, Re-entry Permit, Adoption Certificate)	Date of Birth	Date of Birth	i. DD-MM-YYYY ii. DDMMYYYY iii. D-M-YYYY iv. MM-YYYY v. MMYYYY vi. M-YYYY vii. YYYY
Search Account (ID235B, Non-Hong Kong Travel Documents)	Date of Birth	Date of Birth	i. DD-MM-YYYY ii. DDMMYYYY iii. D-M-YYYY
Search Account (EC)	Date of Birth / Year of Birth reported	Date of Birth / Year of Birth reported	i. DD-MM-YYYY ii. DDMMYYYY iii. D-M-YYYY iv. MM-YYYY v. MMYYYY

			vi. M-YYYY vii. YYYY
	Age and DOR i. Age ii. Date iii. Year	Age and Date of Registration	 i. 999 ii. DD iii. YYYY

Claim – Account Creation

Screen Name*	Field Name	Description	Field Format^
Search Account – Enter Details	Name in English (Surname)	Last Name Of Name in English	XXXXXXXXXX (max 40 characters)
	Name in English (Given Name)	First Name Of Name in English	XXXXXXXXXX (max 40 characters)
	Gender	Gender	Radio Button
Search Account – Enter Details (HKIC)	Please select Chinese Name	Select Chinese words that retrieved by the Chinese Character Code	Drop Down List
	CCCode i. CCCode1 ii. CCCode2 iii. CCCode3 iv. CCCode4 v. CCCode5 vi. CCCode6	Chinese Commercial Code	i. 9999 ii. 9999 iii. 9999 iv. 9999 v. 9999 vi. 9999
Search Account – Enter Details (HKIC)	Date of Issue	Date of Issue	i. DD-MM-YY ii. DDMMYY
Search Account – Enter Details (Doc/I, Re-entry Permit)	Date of Issue	Date of Issue	i. DD-MM-YYYY ii. DDMMYYYY
Search Account – Enter Details (EC)	Serial No.	Serial No.	XXXXXX
	Reference	Reference	XXXX-9999999 -99(Z)
	Date of Issue (Day)	Day of Date of Issue	99
	Date of Issue (Month)	Month of Date of Issue	Drop Down List
	Date of Issue	Year of Date of	9999

	(Year)	Issue	
	Name in Chinese	Name in Chinese	XXXXXX
	Date of Birth Type	Date of Birth Type	Radio Button
Search Account – Enter Details (HKBC, ADOPC)	Date of Birth	Select the type of Date of Birth	Radio Button
	Date of Birth in word	Date of Birth in word	Drop Down List
Search Account – Enter Details (ID235B)	Permitted to Remain Until	Permitted to Remain Until	i. DDMMYYYY ii. DD-MM-YYYY
Search Account – Enter Details (Non-Hong Kong Travel Documents)	Passport No.	Passport No.	max 20 alpha/numeric

Remark:

* You can refer to the document type abbreviation in Appendix 6

^ Field format description

Field Format	**Description**
9	Numeric character
X	Alphabetic character (Chinese character, if applicable)
Z	Alphanumeric character
D or DD	Date, numeric format
M or MM	Month, numeric format
YYYY	Year, numeric format

Fig. A7-1 Create Account – Enter Details (Hong Kong Identity Card)

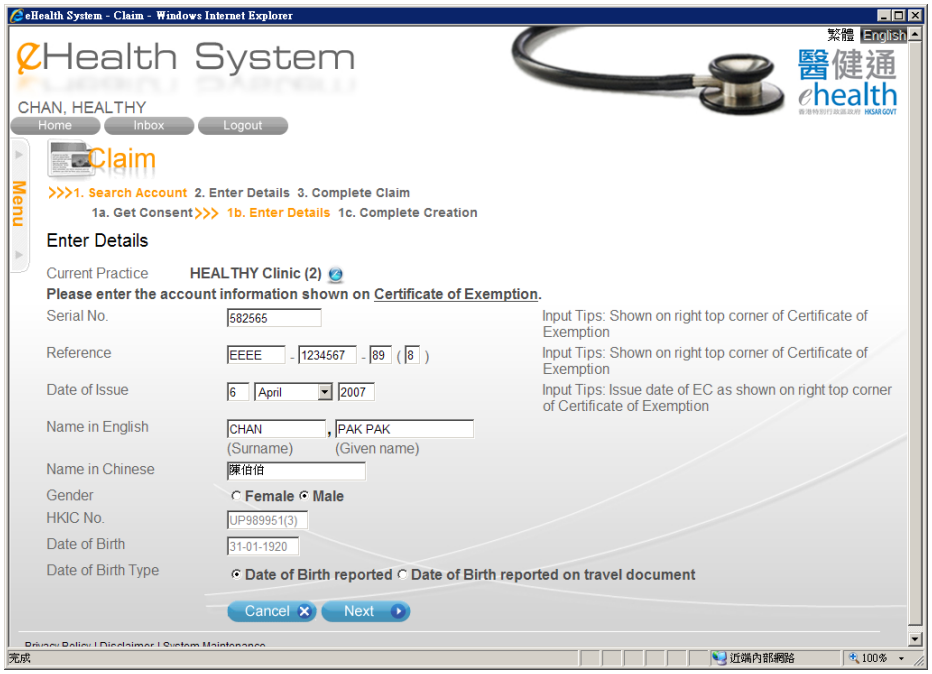

eHealth System - Claim - Windows Internet Explorer
eHealth System
CHAN, HEALTHY
Home
Inbox
Logout
Claim
>>>1. Search Account 2. Enter Details 3. Complete Claim
1a. Get Consent>>> 1b. Enter Details 1c. Complete Creation
Enter Details
Current Practice HEALTHY Clinic (2)
Please enter the account information shown on Certificate of Exemption.
Serial No.
Input Tips: Shown on right top corner of Certificate of Exemption
Reference
Input Tips: Shown on right top corner of Certificate of Exemption
Date of Issue
Input Tips: Issue date of EC as shown on right top corner of Certificate of Exemption
Name in English
(Surname) (Given name)
Name in Chinese
Gender
Female Male
HKIC No.
Date of Birth
Date of Birth Type
Date of Birth reported Date of Birth reported on travel document
Cancel
Next

Fig. A7-2 Create Account – Enter Details (Certificate of Exemption)

Fig. A7-3 Create Account – Enter Details (Document of Identity)

Fig. A7-4 Create Account – Enter Details (Birth Certificate)

Fig. A7-5 Create Account – Enter Details (Hong Kong Re-entry Permit)

Fig. A7-6 Create Account – Enter Details (Permit to Remain in HKSAR (ID235B))

Fig. A7-7 Create Account – Enter Details (Non-Hong Kong Travel Document)

Fig. A7-8 Create Account – Enter Details (Adoption Certificate)